**OUR COMPANY**

**PROFILE**

A More Rewarding Way to Travel!

Commenced its operation in the year 2021, Travel Team was established in Kigali (East Africa). Understanding the significance of journeys, we have made our presence in over more than 10 countries worldwide. We are counted among the leading travel companies of Africa, having a a strong customer base especially in the education tourism sector, happy employees and numerous satisfied customers. Headquartered in United Kingdom with lots of affiliate sister agencies and network, Travel Team Rwanda Ltd is among the best and most trusted travel agency in Africa.

We offer travel solutions worldwide, but our strong foothold is in Africa and we promote its unique and extensive wildlife. Offering services for adventurous Wildlife Safaris is among our USP’s. We have a 360-degree solution to all your travel related questions and problems.

Moving ahead with a sole purpose of transforming traveling with our unique range of services to our clients. With our smart travel portal, we ensure that our customers have an access to the best-in-class booking technology, smart analytics, worldwide partnerships and impeccable client servicing. We are proud to provide our clients with end-to-end services that allow them to have stress-free travel across the globe. Some of our services include organized planning, hotels and accommodation, corporate travel, car rentals, visa application and processing service, Study Abroad package, international scholarship processing, educational consultancy, estate rental & management,etc. In order to make our services suitable for every customer, we strive to inculcate comprehensive and extensive research, before offering.

**MISSION**

Our quest is to manage travel business and fulfil vacation dreams through our commitment to personalized, world-class service.

As members of the TRAVEL TEAM RWANDA management team, we provide the highest level of travel management in the industry.

We believe that consistent, ethical and quality performance with our customers, vendors, employees and community will result in loyal, long-term relationships.

We believe our service should exceed industry standards and be the best value for the customer.

We will create a profit that will enhance the lives of our employees and, in part, will be given back to the community through programs and services.

We believe that through shared decision-making, our company will proactively and successfully meet the challenges of the future.

We can never be less than the best.

**VISION**

Our MVision is **to perform and deliver excellent quality service to our clients**. Providing them unforgettable travel, enjoyable, with guaranteed services that exceed their expectations with this objective, we aim to earn the reputation as "Your Preferred Travel Agency".

**OUR LEADERSHIP**

Mrs. Dusabe Happy

CEO/Travel Consultant

Mrs Dusabe Happy is the co- founder of Travel Team Rwanda Ltd, her passion for service excellence has mentored us to rise with an organized approach towards customer service and satisfaction. Over the years Travel Team has expanded its presence across the African continent and further. The vision of our mentor is to expand geographically by providing travel management services worldwide.

Mr. Macabxender Anthony

Founder/Educational Consultancy Specialist

Mr. Macabxender Anthony is the co-founder of Travel Team. Both of our mentors had a common mission i.e., to make every travel a memory to cherish. His sole focus on operational excellence and rapid expansion has driven our organization to offer best to the customer. It is due to his passion that Travel Team has achieved soaring to new heights of growth and loyal customer base.

A More Rewarding Wat to Travel!

**OUR WORKFORCE**

**OUR PEOPLE**

Our management team is comprised of people with more than three decades of experience in Travel and Tourism industry. Each member of the senior management will dedicate as much time as necessary to ensure that our clients are satisfied and a successful continuation of business is maintained. The backbone of our award-winning services has been our multilingual, knowledgeable, well-travelled team. All of whom are well oriented in customer satisfaction and are trained and qualified in the fields that they excel in. We understand the importance of providing necessary solutions that perfectly match the clients’ requirement. For this, we have recruited a dexterous team of professionals that are highly qualified, sincere and hardworking and strives its best to meet the changing market trend and styles with complete quality and other key attributes. In our team, we have following professionals:



**MARKETING**



This department plays a vital role in promoting our business. Our marketing team has competent professionals, who make sure to meet the mission of our organization.



**SALES**



Sales team is experienced in current market dynamics / trends and equipped with latest technology to cater all the needs of our customers and give them complete cost effective solutions.



**OPERATIONS**



Our travel consultant are IATA certified and offer the very best in travel management solutions.



**HOLIDAYS**



Holidays team helps you with your most memorable tailor made holiday of life.



**INFORMATION TECHNOLOGY**



Support us to continuous improve our technological strengths and provide better solutions to all customers.



**CUSTOMER SUPPORT**



Our customer support team is available 24\*7 to help travelers around the world.



**HUMAN RESOURCE**



Human resource team is focused on maximize the employee’s productivity and train them with latest updated technology and trends in industry



**FINANCE AND ACCOUNTING**



Will help in cost management, cost optimization, Reports and Analysis.

**TESTIMONIALS**