



Travel



Tourism



Currency



Training



Water Supply



Rent A Car



Printing

Company Profile

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## Chairman Message

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IGroup as it sounds is a group of companies operating in several sectors of the economy. Whilst the core industry in which we operate is travel and tourism related, we have successfully diversified into other sectors of the economy in the last decade including water purification and supply, corporate training and consulting, and printing.

The diverse sectors in which we operate gives us a pool of human resource talent which we can tap for innovative ideas, improved customer service, and better management processes; most importantly the diverse ideas that this generates ensures that we are always changing, evolving and improving at achieving our corporate goals.

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# I Group

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I Group is a people driven organization. Our most important people are our customers, equally important though are our employees who allow us to achieve our corporate goals. Human resources has been a top priority for us in all i group companies. This has been achieved through regular personnel training, motivation through rewards and recognition, promoting talented individuals and taking great efforts to maintain the work force in the organization in the long term.

## Key Facts & Figures of I GROUP of Companies

Group Turnover US\$	18.5 Million
Total Staff	80
Total Number of Customers	350
Total International Affiliations	9

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# Pillars of Success

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Igroup was founded on 3 basic principals: *Innovation, Integrity, and Inspiration.*

## *Innovation*

In the fast paced business climate of today's world, things are constantly changing; new ways of doing business are constantly emerging and existing business practices are evolving as well. IGroup is constantly at the forefront of change by inspiring and encouraging *innovation* in our people, our business processes and our customers to ensure we deliver the very best products and services and add value making a difference to the bottom line.

## *Integrity*

At the heart of the IGroup engine is our promise of *integrity* to our customers, and the insistence of it from our suppliers. Our business models are built in with checks and balances across all levels of management. We value the reputation we have built, but we value even more the trust and the faith that our customers have put in us.

## *Inspiration*

I GROUP is a people driven organization. Our people are our greatest asset and it is this asset that we aim to inspire at all levels from junior clerks to seasoned managers. It is the *inspiration* factor that has allowed us to excel in product and service delivery to our customers and the growth of our human resources to constantly innovate and operate at a higher standard.

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## **IGroup Member Companies**

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**Waljis Travel Bureau Ltd**, is among Tanzania's premier travel companies, IATA approved and with over 40 years of experience in serving the traveling public, Waljis enjoys great respect both with satisfied customers as well as competitors. Waljis is also the representative company for Carlson **Wagonlit Travel (CWT)\*** in Tanzania, in addition to this Waljis is also the sole distributor for **AIG Travel Insurance** products in Tanzania. Our reputation is only second to the high levels of customer satisfaction we deliver to our clients time and time again. Specializing in corporate travel management, our services include:

- Ticketing
- Charter Bookings
- Group Travel
- World Wide Hotel Bookings
- Car Rental
- Holiday Packages

\*More information available under our affiliations section



Travel

***Holiday Africa Tours & Safaris Ltd (HATS)***, is a veteran company in airline representation, management and is also a General Sales Agent (GSA) for Air Uganda, Air Mauritius and Air Malawi. HATS competency and experience in ground handling of aircrafts including charter & presidential jets, passengers and cargo; and in general supervision in aviation has won accolades from many in the industry.



Tourism

***Gateway Zanzibar*** is the groups representative support office in Zanzibar for our travel and tourism companies. It provides services and support for ground handling of flights, airport and hotel transfers for customers, hotel bookings and various leisure activities and tours within Zanzibar. In addition to this, it is completely geared to make flight and hotel reservations around the world powered by ***Waljis Travel***, and ***Karibu Holidays***.



Water Supply

**Aqua Cool Ltd** under the brand name of **Kisima**, is a pioneer in the purification and supply of 20 liters water, as well as water dispensers to offices, schools, hospitals, factories and homes. Utilizing state of the art machinery to purify water including reverse osmosis, and a network of delivery trucks, Kisima provides pure drinking water bottled under the most stringent hygiene standards.

**Waljis**  
*Bureau De Change*



Currency

**Waljis Bureau De Change** was established in 1992 and provides forex exchange services. It is also the only Bureau de Change under a travel agency umbrella.



**Noesis Training Institute Ltd (NTI)**, is a unique company with a very unique product offering in Tanzania. NTI was formed to cater to a very niche market... companies who wanted to improve their customer service and move towards ensuring they retain their customers by doing so. NTI provides training solutions to companies on customer relationship management and customer service. In addition to this also consult with customers on how to build loyalty, strategic planning, and team work. Training courses can be customized to suit the respective company and their industry or areas of improvement.

With affiliations to the **Service Quality Institute (SQI)\***, and **Ecornell\*** NTI provides a truly unique but necessary service to companies wishing to establish themselves in the top tiers of business.

\*More information available under our affiliations section

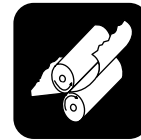


Tourism

**Karibu Holidays** is a sister company to Waljis Travel. With the tremendous growth in outbound/inbound tourism, Karibu Holidays was created to specialize in the leisure travel needs of both corporate customers as well as individual holiday makers; in addition to this be a driving force to promote tourism into Tanzania. Despite being a sister company to Waljis, Karibu Holidays is a self contained business unit with its own highly qualified and experienced team. We are also the representative office for **Cox and Kings\***, and **Star Cruises\***. Our services include:

- Inbound/Outbound Tourism
- Holiday Packages
- World Wide Hotel Bookings
- Cruises
- Car Rental (our own fleet of vehicles)
- Shuttle Services
- Safaris and Camping
- Event Management

\*More information available under our affiliations section



Printing

**Red Apple Printing Press LLC** is IGroups first international business unit based in Dubai, United Arab Emirates. Red Apple Print was formed as part of IGroups initiative to diversify and expand into foreign markets and industries. Their core business is High Quality commercial offset printing of brochures, flyers, corporate stationery and packaging. Whilst the core business is offset printing, it has also grown to offer digital printing and wide format printing to varied sectors of the economy ranging from real estate, banking, insurance and retail. Red Apple serves a local regional and multi national client base from their factory in Deira, Dubai, and employs state of the art printing technology and highly qualified professionals.

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## International Affiliations

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**Carlson Wagonlit Travel:** Waljis Travel is the network partner of Carlson Wagonlit Travel (CWT) of USA, which is a world leader in business travel management partnering with Large Corporations, as well as Small to Medium sized Enterprises and Government Institutions in more than 150 countries.



**AIG:** Waljis Travel is the sole distributor of AIG Travel Insurance Products in Tanzania. AIG is the leading international Insurance Organization with operations in more than 130 countries and jurisdictions.



**Cox & Kings:** Karibu Holidays is the General Sales Agents (GSA) of Cox & Kings, the longest established travel company in the world since 1758.



**Star Cruises:** Karibu Holidays is the Passenger Sales Agents (PSA) of Star Cruises, The Leading Cruise Line in Asia – Pacific.



**Air Malawi**



**Air Uganda**



**Air Mauritius**



**Service Quality Institute:** is the Global leader in Customer Service with over 35 years of excellence in helping organizations keep customers, build market shares and improve the performance of the entire workforce.



**eCornell:** Established and wholly-owned by Cornell University, eCornell has the most comprehensive online, professional and executive development curriculum offered by any top-20 university in the United States.





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