

www.outstandingsolutionstz.com



OUTSTANDING SOLUTIONS LTD



Enhance your team's potential! Collaborate with us for tailored staffing solutions and specialized training designed for the hospitality and service industry.

I OUR STORY

Rooted in Experience. Built for Hospitality. Outstanding Solutions was born from a personal story. While observing her father manage his hospitality business, Laura Minde saw how much he struggled with staffing finding the right people, training them effectively, and building a motivated team. Laura quickly realized this wasn't unique to him, it reflected a wider challenge in the hospitality and tourism industry. Determined to bridge the skills gap, Laura founded Outstanding Solutions a boutique human resource consulting company dedicated exclusively to the hospitality and tourism sector.

I WHO WE ARE

We are a boutique human resources consulting firm specializing in recruitment, comprehensive training programs, team-building facilitation, and quality audits through mystery shopping assessments. With a strong focus on the hospitality, tourism, and service industries, we provide tailored HR solutions that enhance organizational performance and elevate customer experiences. Our expertise ensures that every engagement delivers measurable value and aligns with the unique needs of your business.



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— **SOLUTIONS** —
DRIVING SERVICE EXCELLENCE

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OUR MISSION

To be East Africa's leading boutique consulting company offering complete staffing solutions, inhouse training & development, and project management solutions for the hospitality and tourism industry.

OUR VISION



PROVIDE TAILORED STAFFING SOLUTIONS

To deliver personalized and comprehensive staffing solutions that meet the specific needs of our clients in the hospitality and tourism industry, ensuring the recruitment of top talent to drive service excellence.



CHAMPION CONTINUOUS PROFESSIONAL DEVELOPMENT

To deliver innovative inhouse training that enhances the skills of hospitality and tourism professionals, fostering continuous learning and superior service standards.



IMPLEMENT HIGH-QUALITY PROJECT MANAGEMENT

To provide expert project management that ensures successful project execution, optimizing resources and enhancing service quality and efficiency.



I OUR VALUES



INTEGRITY

We are committed to conducting our business with honesty, transparency, and fairness. We will not engage in any activity that is illegal, unethical, or contrary to our values



SERVICE ATTITUDE

We are committed to providing excellent service to our customers. We will treat our customers with respect, courtesy and professionalism.



PASSION

We are passionate about our business and are committed to delivering high-quality products and services. We will work with enthusiasm and energy and will strive to achieve our goals and objectives.



LEARNING

We believe in continuous learning and development. We will provide our employees with training and development opportunities to enhance their skills and knowledge.



I OUR SPECIALITY

While many HR firms serve multiple industries, we focus on the hospitality and tourism. This gives us unmatched insight into the fast-paced, guest-focused nature of the industry. We understand your challenges because we've lived them and we design solutions that work in your world.

I OUR PROMISE

"Driving Service Excellence"

We're committed to helping hospitality businesses thrive by building strong, skilled, and service-oriented team.

OUR JOURNEY

Since our establishment in 2015, we have grown from coordinating apprenticeships to delivering comprehensive recruitment, training, and team-building solutions. With a vision to become East Africa's leading boutique hospitality consultancy, we are dedicated to driving service excellence, empowering organizations to thrive, and shaping the region's dynamic hospitality and service industry.

2015

HR innovation born from family challenges, sparked by global inspiration, founded 2015.

2017

Our debut assignment involved coordinating an ILO and Hotel Association of Tanzania apprenticeship program.

2024

Our journey reflects true entrepreneurial spirit, offering recruitment, team building, and specialized training for skill and career growth.

OUR TEAM

Meet the dedicated professionals behind our success. Our team brings a wealth of expertise, passion, and industry knowledge to deliver exceptional HR solutions, training, and consultancy services.

LAURA MINDE

Founder & Managing Director



Laura has over 15 years of hospitality expertise and a Master's in International Hospitality Management. She leads our strategic vision with a strong focus on training and team-building facilitation.

PETER MUGISHA

HR & Project Lead



Peter specializes in HR project management. With expertise in guiding solutions from innovation to implementation, he ensures seamless project execution and effective product management.

MARY FABIAN

Sales & Recruitment Coordinator



Mary drives business growth with strategic marketing and client engagement. She specializes in building strong brand presence and fostering lasting partnerships. Her expertise ensures our services reach and impact the right audiences.

JOACKIM JAPHET

Sales & Recruitment Coordinator



Joackim specializes in sales and recruitment coordination. With a strong ability to connect top talent with the right opportunities, he supports both clients and candidates through a streamlined hiring process. His keen understanding of client needs, paired with a proactive sales approach, ensures timely placements and long-lasting partnerships.

I OUR SERVICES

Our services are centered around four key areas, each designed to deliver comprehensive support for your business. From tailored Strategic staffing solutions to industry-specific training and competency development, we ensure your workforce is equipped for success.



RECRUITMENT



**TRAINING &
DEVELOPMENT**



**TEAM BUILDING
FACILITATION**

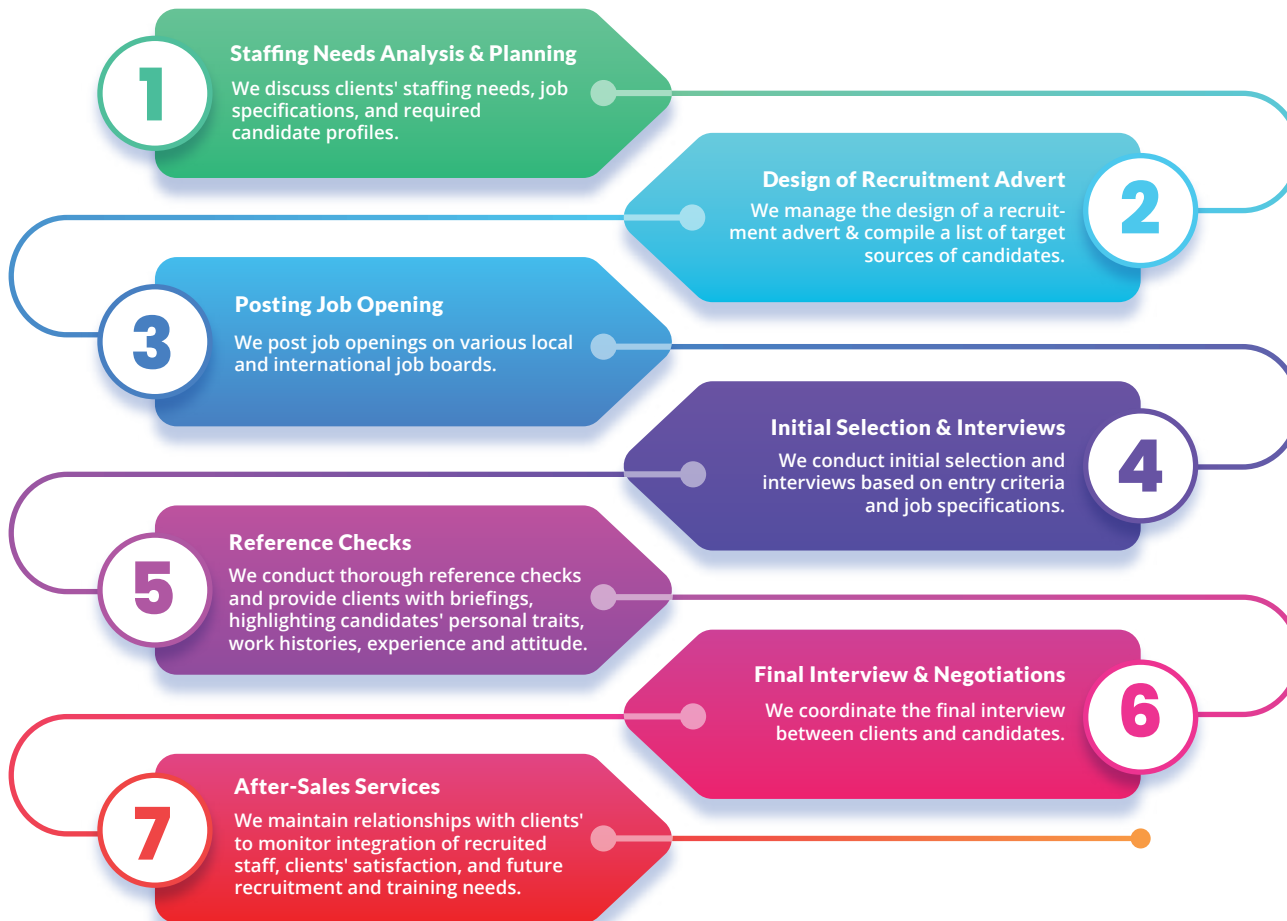


**MYSTERY
SHOPPING**



RECRUITMENT

Effective recruitment is essential for the success of any organization. We specialize in sourcing and selecting top talent for a wide range of roles, ensuring you have the right professionals to drive your business forward. With a strategic and expert approach, we assess your hiring needs, refine recruitment processes, and enhance workforce efficiency. As your trusted recruitment partners, we carefully evaluate candidates to match them with your company's goals and culture. Our mission is to help you build a high-performing team that adds value and contributes to long-term organizational success.



TRAINING & DEVELOPMENT

We provide tailored training and tools to boost your company's productivity, performance, and profitability.

SOFT SKILLS

Soft skills are the foundation of a productive and collaborative workplace. Our training programs focus on enhancing communication, leadership, problem-solving, and emotional intelligence helping employees navigate challenges, build strong relationships, and drive business success. By improving these critical skills, your team will work more effectively, deliver exceptional service, and contribute to a thriving company culture.

- ✓ Ethics for the Workplace
- ✓ Conflict Resolution
- ✓ Time Management
- ✓ Effective Communication Skills
- ✓ Business Email writing & Telephone Skills
- ✓ Leadership and Management
- ✓ Exceptional Customer Service
- ✓ Trainer Training





INDUSTRY SPECIFIC TRAINING

Our industry-focused training programs equip professionals with the practical skills needed to excel in hospitality, tourism, and service oriented businesses. From food safety and front office operations to revenue management and customer service, we provide hands-on learning experiences that enhance efficiency, quality, and guest satisfaction. Whether you're managing a restaurant, lodge, or sales team, our tailored training ensures your staff meets industry standards and drives business success.

- ✓ Driver Guide Training
- ✓ Service Delivery for Waiters
- ✓ Housekeeping Services
- ✓ Front Office Operations

I TEAM BUILDING FACILITATION

Our team-building facilitation stands out for its unique blend of talent, passion, and expertise, ensuring an engaging and impactful experience. We design customized team-building events tailored to your specific goals, fostering collaboration, communication, and workplace synergy. No matter your location, our experienced facilitators are ready to deliver dynamic and results-driven sessions. With a professional, well-trained team dedicated to creating fun and meaningful activities, we ensure your event is seamlessly managed and leaves a lasting positive impact on your organization.





I MYSTERY SHOPPING

Guest review scores are a direct reflection of your property's service standards. Our team conducts comprehensive quality assessments of operations and procedures to enhance guest satisfaction. By evaluating your business from the guest's perspective, we identify key areas for meaningful service improvements. We analyze every touchpoint, from the initial interaction to the end of their stay, assessing factors such as response times to calls and emails, room cleanliness, and staff presentation. Our detailed observations allow us to provide strategic recommendations that elevate service quality and enhance the overall guest experience.

I TRUSTED PARTNERS

Since our inception, we have been serving businesses across various industries and are grateful for their trust in us.



Have questions or need expert HR solutions? We're here to help! Contact us for staffing, training, project management, or any of our consulting services. Give us a call, or visit our office—we look forward to assisting you. Let's work together to elevate your business!



STAY IN TOUCH

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THANK YOU

