

MAGOMBE CONSULTANCY LTD.

Company Profile

Organisational Performance | Service Excellence
Leadership | Healthcare | Business Growth

TRANSFORMING ORGANISATIONS THROUGH SERVICE EXCELLENCE

Dar es Salaam, Tanzania | 2026

01 | COMPANY OVERVIEW

Magombe Consultancy Ltd is a Tanzania-based professional consulting and training firm focused on helping organisations strengthen systems, leadership, service delivery, customer experience and sustainable performance. The supplied profile identifies healthcare, transport, hospitality, corporate and service organisations as key sectors.

What we help organizations solve; Inconsistent service delivery, weak customer experience, leadership and accountability gaps, operational inefficiencies, capability gaps and difficulty sustaining improvement after training.	How we work. We combine consulting, competency development, service diagnostics, implementation support, coaching, follow-up and performance tracking so learning is translated into workplace practice.
Market position A specialist partner for organisations seeking practical improvement in service excellence, organisational performance, leadership capability, healthcare performance, sales growth and process improvement.	Core proposition We do not simply deliver training; we help organisations build the systems, behaviours and accountability mechanisms that sustain excellence.

02 | DIRECTION & IDENTITY

Vision To become a leading consulting institution in Africa recognised for transforming service delivery systems, developing leadership capacity, and shaping standards of excellence across key service sectors.	Mission To partner with organisations in building high-performing systems through strategic consulting, leadership development, service excellence transformation and organizational performance improvement enabling exceptional customer experiences, operational excellence and sustainable growth.
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Core values.

Practicality Translate concepts into tools, behaviours and workplace actions.	Excellence Pursue high standards in service, leadership and organisational performance.
Integrity Maintain professional honesty, evidence-based advice and responsible commitments.	Accountability Connect interventions to ownership, measurement and follow-through.
Client Partnership	Continuous Improvement

Work with organisations rather than merely delivering isolated interventions.	Use evidence, feedback and review to strengthen performance over time.
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03 | STRATEGIC POSITIONING.

TRADITIONAL TRAINING	MAGOMBE PERFORMANCE MODEL
Course delivery	Diagnosis → intervention → implementation → follow-up
Knowledge transfer	Capability + behaviour + systems
Participant satisfaction	Operational and service outcomes
One-off engagement	Sustainment through coaching, reviews and accountability

POSITIONING STATEMENT

Magombe Consultancy is a professional partner for organisations seeking to improve performance through service excellence, leadership development, customer experience transformation, healthcare performance, sales growth and practical process improvement.

04 | CORE AREAS OF EXPERTISE

01 Service Excellence & Customer Experience Service audits, mystery-client assessment, customer service excellence, complaint management, service recovery, customer feedback and service standards.	02 Leadership & Organisational Performance Leadership development, decision-making, accountability, coaching, team performance, organisational culture and change management.
03 Healthcare Performance & Patient Experience Healthcare service quality, patient experience, customer service and quality-management capability, and healthcare-focused performance improvement.	04 Sales, Marketing & Business Growth Sales excellence, customer psychology, negotiation, conversion improvement, marketing strategy, brand positioning, digital presence and customer engagement.
05 Sector-Specific Service Transformation Transport service excellence and other interventions adapted to sector-specific operational realities and customer journeys.	06 Capability Development & Sustainment Competency-based training, coaching, implementation support, follow-up reviews, accountability check-ins and progress tracking.

05 | SIGNATURE SOLUTIONS

Service Excellence Diagnostic Evidence-based assessment using service	Customer Service & Quality Management Officer Programme Practical capability development for officers responsible for
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audits, mystery-client visits, observations, interviews and structured diagnostics to identify service and operational gaps.	customer satisfaction, service standards, complaints, customer feedback and continuous improvement.
Customer Service Excellence Masterclass Applied capability development in professional communication, customer experience, complaint resolution, emotional intelligence and service recovery.	Leadership & Organisational Performance Masterclass Practical leadership development covering decision-making, team building, accountability, coaching and change management.
Sales Excellence Masterclass Modern sales capability covering sales strategy, customer psychology, relationship selling, negotiation and conversion improvement.	Transport Service Excellence Programme Sector-specific development focused on passenger experience, professionalism, communication, complaint handling, safety culture, teamwork and service conduct.
Marketing & Brand Growth Strategy Support for brand positioning, marketing strategy, digital presence, customer engagement and sustainable business growth.	Service Excellence Sustainment Programme A 3–6-month follow-through model using reviews, coaching, accountability check-ins and progress tracking to convert training into sustained workplace practice.

06 | SOLUTION ARCHITECTURE

“Magombe Patient Experience System” and “Magombe Growth Hub” were requested as premium programme names but are not documented in the supplied profile. They are therefore presented here as proposed platforms, not established proprietary products.

PROPOSED MAGOMBE PATIENT EXPERIENCE SYSTEM A structured healthcare improvement platform combining patient journey mapping, service standards, feedback, complaint management, staff capability, service monitoring and continuous improvement.	PROPOSED MAGOMBE GROWTH HUB A business-growth platform combining sales excellence, marketing strategy, brand positioning, customer engagement and performance tracking.
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07 | INDUSTRIES WE SERVE

Healthcare Patient experience, customer service, service quality, leadership, quality-management capability and performance improvement.	Transport Passenger experience, service conduct, communication, complaint handling, safety culture and teamwork.
Hospitality	Corporate & Private Sector

Guest experience, service standards, frontline capability, complaint recovery and operational consistency.	Leadership, customer experience, sales, marketing, teamwork, communication and organisational performance.
Government & Public Institutions Public-facing service quality, leadership, accountability, customer experience and process improvement.	Retail & Customer-Facing Enterprises Customer experience, sales excellence, service standards and brand/customer engagement.
NGOs & Development Organizations - TARGET SECTOR Potential application of leadership, organisational performance, stakeholder engagement and capability development; no specific engagement is claimed.	SMEs & Entrepreneurial Organizations - TARGET SECTOR Potential application of sales, marketing, service excellence and growth support; no specific engagement is claimed.

08 | OUR CONSULTING & TRAINING APPROACH

The company's stated philosophy connects leadership, customer experience, operational processes and accountability. The delivery model therefore moves beyond classroom instruction.

01 ASSESS Needs assessment, service audit, interviews, observations and diagnostic evidence.	02 DIAGNOSE Identify performance gaps, root issues, priorities and improvement opportunities.
03 DESIGN Build a customised intervention aligned to organisational objectives and sector realities.	04 DEVELOP Deliver practical, interactive and competency-focused learning.
05 APPLY Translate learning into workplace behaviours, standards, tools and implementation actions.	06 COACH Provide follow-up, coaching, reviews and accountability support.
07 MEASURE Track agreed indicators, feedback and implementation progress.	08 IMPROVE Use evidence and review to strengthen the system and sustain gains.

09 | WHY MAGOMBE CONSULTANCY

Practical and organisation-specific Interventions are designed around the client's operating context rather than delivered as generic classroom content.	System-oriented Leadership, customer experience, processes and accountability are treated as connected performance levers.
Sector-sensitive The portfolio includes distinct healthcare, transport,	Implementation-minded The Service Excellence Sustainment Programme

hospitality and corporate applications.	extends support through reviews, coaching, accountability and progress tracking.
Results-oriented The stated purpose is to strengthen customer experience, operational efficiency, employee performance and long-term organisational growth.	Local understanding; professional standards A Tanzania-based firm positioned to apply local context through a professional consulting and service-excellence lens.

10 | EXPERIENCE & SELECTED ENGAGEMENTS

ORGANISATION		LOCATION
1	AL RAHMA HOSPITAL	Zanzibar
2	AMPOLA TASAKHTAA HOSPITAL	Zanzibar
3	JR HOSPITAL	Mwanza
4	MWANZA REGIONAL HOSPITAL	Mwanza
5	ELIDAD REGIONAL HOSPITAL	Dar es Salaam
6	GHANA FAMILY POLYCLINIC	Mwanza
7	MANJIS POLYCLINIC	Mwanza
8	ST NATHAN'S HOSPITAL	Njombe
9	ST CAMMILIUS HOSPITAL	Dodoma
10	UDSM HOSPITAL	Dar es Salaam
11	SAKAMU HOSPITAL	Geita
12	MFH HOSPITAL	Bukoba
13	ZAB BUSS	Zanzibar
14	SHABIBY LINE	Dodoma

12 | CONTACT

Magombe Consultancy Ltd partners with organisations that want more than one-time training - organizations seeking stronger service systems, leadership capability, customer experience and operational performance.

COMPANY Magombe Consultancy Ltd	OFFICE Posta House, 8th Floor, Plot No. 6–7, Ohio and Ghana Street
POSTAL P.O. Box 1614, Dar es Salaam, Tanzania	TELEPHONE +255 656 300 262 / +255 792 300 267
EMAIL info@magombeconsultancy.co.tz / magombeconsultancy@gmail.com	WEBSITE www.magombeconsultancy.co.tz
INSTAGRAM @magombe_consultancy	



TANZANIA

C.1



Certificate of Incorporation of a Company

Section 15

No: 171306604

I HEREBY CERTIFY THAT

MAGOMBE CONSULTANCY LIMITED

is this day incorporated under the Companies Act, 2002
and that the Company is Limited.

GIVEN under my hand at Dar es Salaam this **11th** day of
JANUARY TWO THOUSAND AND TWENTY FOUR.



PRINC ASST. REGISTRAR OF COMPANIES

TANZANIA REVENUE AUTHORITY

CERTIFICATE OF REGISTRATION
FOR
TAXPAYER IDENTIFICATION NUMBER (TIN)
(ISSUED UNDER SECTION 23 OF THE TAX ADMINISTRATION ACT 2015)

THIS IS TO CERTIFY THAT
MAGOMBE CONSULTANCY LIMITED

HAS BEEN REGISTERED WITH THE TANZANIA REVENUE AUTHORITY
AND ASSIGNED THE TAXPAYER IDENTIFICATION NUMBER

171-306-604

WITH EFFECT FROM: **11th January 2024**

TRA LOCATION: **KINONDONI** TAX OFFICE: **MANZESE TAX CENTRE**

PHYSICAL LOCATION **MAGOMENI**

STREET / AREA: **IDRISA**

Alfred T. Mregi
COMMISSIONER FOR DOMESTIC REVENUE

NOTE: THE REQUIREMENTS UNDER WHICH THIS CERTIFICATE IS ISSUED ARE STATED OVERLEAF