

## Connecting Northern Mozambique to the World: Onesio Mabjaia, Nampula Station Manager

From the bustle of check-in counters to the quiet resilience it takes to manage unpredictable skies, aviation is as much about people as it is about planes. Few embody this truth more than Onesio Mabjaia, our Station Manager in Nampula, Mozambique.

*"From a young age, I was fascinated by how aviation connects people, cultures and opportunities," Onesio reflects. "Today, managing the Nampula station is more than a job, it's a mission to ensure every guest has a safe, smooth, and memorable experience. It's also an honor to represent the Pride of Africa and contribute to the region's economic and tourism development."*

In Nampula, every decision carries weight for Onesio. A single delay can ripple across schedules and affect hundreds of journeys. Yet for him, leadership goes beyond the technical. *"I see my role as critical to the guest experience, ensuring that every detail, from check-in to disembarkation, reflects the care and excellence of Kenya Airways."*

His approach is grounded in values: precision, resilience, and empathy. Whether navigating high-pressure moments or handling day-to-day operations, Onesio prioritizes clear communication, confident delegation, and emotional support for the team. Running a station in northern Mozambique comes with its complexities, heavy rains that disrupt ground operations, cultural diversity that demands thoughtful communication, and the constant need to adapt. These challenges, Onesio notes, have made him more proactive, closer to the team, and more creative in problem-solving. She has learned to listen more, trust local experience, and make quicker decisions, always guided by KQ's values.

But the true heart of leadership often shows in moments of humanity. One experience stays with **Onesio** to this day: a passenger whose luggage, including his wedding clothes and gifts, was delayed just days before his wedding. With dozens of frustrated passengers waiting, it was this case that struck a personal chord. *"His situation touched me deeply. So, when the bags finally arrived, I knew waiting wasn't an option. I personally drove them overnight, a 14-hour trip, to ensure they reached him before the wedding."* The gesture not only saved a milestone in the passenger's life but also sparked a lasting friendship. *"It reminded me that aviation is not just about flights and schedules. It's about people, and sometimes, going the extra mile, literally, is what makes the difference."*

For Onesio, Nampula itself reflects the warmth of Mozambique. *"Mozambican culture is welcoming and community-oriented, and that aligns perfectly with who we are at KQ. Whether through a smile, patience, or a courteous gesture, my*

*team makes every guest feel at home.” To him, Nampula is “the welcoming heart of northern Mozambique.”*

Wearing the Kenya Airways badge each day, he adds, is a symbol of pride, responsibility, and belonging. *“In Nampula, we contribute by connecting northern Mozambique to the world, promoting tourism, trade, cultures, and people connections that strengthen the Pride of Africa brand.”*

Even in one of Africa's quieter aviation hubs, the heartbeat of global connection is alive, carried by leadership that blends precision with humanity, and a team that lives out the promise of African warmth every single day.