

### **Three destinations, one standard of excellence.**

Overseeing Kenya Airways operations across three Tanzanian gateways; Zanzibar, Dar es Salaam, and Kilimanjaro, is no small feat. For Sammy Ndirangu, Station Manager, Tanzania, it is more than just a job. It is service in motion.

In Tanzania, each airport carries its own rhythm. Zanzibar hums with leisure travellers arriving for turquoise waters and historic charm. Kilimanjaro welcomes mountain climbers and safari-goers chasing once-in-a-lifetime experiences. Dar es Salaam on the other hand, moves at the pace of business, trade, and connection. Yet across all three, the expectation remains the same; seamless, dependable, and warm.

“Different destinations,” Sammy reflects, “but one standard to maintain, excellence.”

His days are defined by coordination and constant awareness with ground teams across the three stations remaining in close communication, sharing real-time updates to ensure operations flow smoothly. It is a system built on vigilance and teamwork, a quiet network of people ensuring every arrival and departure happens without disruption.

But the role stretches far beyond structured shifts and official descriptions. Peak season in Tanzania, especially between June and August during the famed Serengeti migration, brings heightened demand and longer hours. Early mornings become a routine. Late evenings are common. Yet for Sammy, the sacrifice is measured against something greater.

“When the client is happy, I am happy,” he says.

Customer care, in his view, goes beyond process. It begins with listening. It means understanding the needs of a honeymooning couple landing in Zanzibar, a climber preparing for Kilimanjaro's ascent, or a business traveller arriving in Dar es Salaam. The goal is not just efficiency, but experience, ensuring every guest feels attended to and valued.

There have been defining moments along the way. However, one stands out. When a Dreamliner en route to Johannesburg was diverted to Dar es Salaam, swift decisions were required. With 90 passengers onboard, Sammy worked alongside regional partners to coordinate alternative arrangements. Within an hour, solutions were secured, 60 passengers accommodated on one connection, the remainder placed on another carrier. It was a moment that demanded clarity, partnership, and composure. “It reminded me that operations are not just about aircraft. They are about people.”

Beyond the airport, Sammy speaks with pride about Tanzania itself, a country layered with history and natural beauty. In Zanzibar, he recommends wandering through Stone Town's coral-stone alleys, taking a short boat ride to Prison Island, experiencing the vibrant evening energy of Forodhani, and exploring the island's famed spice farms. The white-sand beaches, early-morning dolphin sightings, mangrove forests, and red colobus monkeys add to the island's unique character.

In Dar es Salaam, the city's coastal charm offers its own quiet rewards, from crossing over to Kigamboni's beaches to exploring the historic town of Bagamoyo. And in Kilimanjaro, the mountain stands as both challenge and inspiration, drawing travellers from across the world.

Serving as Kenya Airways' station manager across Tanzania is both a responsibility and a privilege for Sammy. Every safe landing, every on-time departure, every satisfied traveller reinforces that purpose.

"For me, it's about ensuring that when an aircraft arrives, it leaves again safely, and that every guest leaves with a good memory. When the client is happy, I am happy," Sammy emphasizes.

Three destinations. One standard. And a quiet commitment to service that connects them all.

The Kilimanjaro marathon is coming soon, visit Tanzania with KQ, the pride of Africa.

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