



New Zimbabwe Council for Tourism Congratulatory Supplement Mr Tichaona Hwingwiri



ZCT at the forefront of business viability, sustainability

THE Zimbabwe Council of Tourism (ZCT) has one major focus: The creation of an environment in which operators within the travel and tourism sector can successfully and profitably create, maintain and develop their businesses. In addition, it works with all willing and relevant partners in the creation of a sector that impact positively on the national economy, for the benefit of all Zimbabweans.

Speaking to the *Financial Gazette* ZCT in coming president Tich Hwingwiri said much of ZCT's work is undertaken behind the scenes, while some of the work becomes well known through visibility in the news media and through other communication channels.

"A key area of activity in the recent past has been that of fiscal matters.

"Usually at this time of the year we engage with the Ministry of Finance and Economic Development, presenting a shopping basket of industry requirements for successful business operations.

"A major gain in this field has been the granting of duty rebates, something we have enjoyed for several years now.

"These rebates are enjoyed by the hospitality industry, boat operators and safari services as things stand currently. We remain engaged in the effort to have this extended to other sectoral areas with travel and tourism, such as vehicle hire companies, tour operators and airlines. Their inclusion will enable them to undertake improvements and enhancements and thereby increase business potential," Hwingwiri said.

"We have also negotiated for an extension of the relevant Statutory Instruments to cover a longer period and we were granted an extended period of two years to December 31 2017. This was the first time they have done so and we hope they can do so for fairly longer periods.

An area of on-going major concern in the tourism sector is that of Value Added Tax (VAT).

"As you all know, the extension of VAT to foreign visitors' accommodation charges was originally meant to be undertaken in January 2014, but through our intervention we received a year's reprieve. It was eventually implemented on January 16 2015. It does not end there, however, ZCT and its partner, ZIMBISA, engaged experts to do a study on the impact of tax on international tourism and from this we are making use of a professional scientific document drawn up showing the impact and consequences, as well as the alternatives. We continue to meet with relevant authorities and we remain hopeful that at a given point in the future our view on the VAT issue may prevail," he added.

The current exercise to improve the business climate through the "Ease of Doing Business" initiative stems from the engagement the ZCT has had with government over a protracted time.

"We are very hopeful that this exercise will bring about some meaningful change and a measure of growth and development, though we accept that the answer to the problems do not always remain within the ability of the travel and tourism sector alone."

The Ease of Doing Business initiative is a multi-pronged approach to the overall problem of decreased levels of international and domestic tourism in Zimbabwe, and seeks to address the causes of the problem.

"With a continued high level of co-operation and goodwill, such as we have seen since this exercise was started several months ago, we believe that a great many issues can be addressed and resolved and that at the very least all parties will fully understand what obstacles exist in the field of travel and tourism growth and what needs to be done to eliminate them," Hwingwiri said.

In terms of sector performance in the first half of 2016, the tourism sector received a total of 902 435 tourists arrivals representing a three percent decline from same period last year in 2015. The decrease is mainly attributable to a decrease in tourists arrivals in Zimbabwe's major source regions Africa and Europe which decreased by three percent and 21 percent respectively.

The national average hotel occupancy rate was maintained for the period January to June 2016 compared to same period last year although pressure was experienced on the average room rates. 2017 we are anticipating a modest growth of three percent.

The ZCT is a family of people and businesses and sectoral areas of endeavour and it is our intention to strengthen the role of ZCT through enhancing its structure and operations at all levels.

"We must build a national network of branches, and encourage greater understanding of our sector and its potential in terms of national economic success. We must ensure that the whole infrastructure is adequately funded in order that it can successfully fulfil the mandate given to it by the operators, among them yourselves, the members of Hospitality Association of Zimbabwe (HAZ). HAZ was the key force behind the creation of the ZCT in 1988 and we in ZCT regard the success of HAZ as the success of ZCT generally.

"We look forward to seeing the outcome of deliberations at this years congress and to working together for the common good in coming weeks, months and year's. We have a new presidential group within ZCT and we are determined to ensure that the ZCT achieves all it sets out to do," he said.



ZCT president Tich Hwingwiri

Congratulations!



Mr T Hwingwiri

Holiday Inn Division Management and staff
would like to congratulate
Mr T. Hwingwiri for being elected President for the
Zimbabwe Council for Tourism.

We wish you all the best during your term!



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Meet the ZCT new presidium



ZCT president Tich Hwingwiri



Winnie Muchanyuka



Pilani Magadzire



George Manyuwa

ZCT president Tich Hwingwiri

HWINGWIRI (44) is the head of Holiday Inn Division in Zimbabwe. He graduated with a Higher National Diploma from Bulawayo School of Hotel Management in 1996. Hwingwiri later graduated with a Masters Degree in Tourism and

Hospitality Management from the University of Zimbabwe in 2002 with distinctions in strategic management and financial management.

Hwingwiri joined the Zimbabwe Sun Group in 1996 as a management trainee with the then and went on to become food and beverage manager. He

became the operations manager for Innscor Africa and spearheaded the opening of strategic fast food business units within Harare and Bulawayo. He then joined Cresta Hospitality as deputy general manager at Jameson Hotel, acting general manager for Cresta Churchill before being appointed general

manager of Cresta Lodge-Harare.

Hwingwiri was appointed general manager for the four-star Cresta Lodge Pandu Ondangwa in Namibia for four years. He rejoined African Sun Zimbabwe in 2004 as opening general manager for the Holiday Inn Accra in Ghana.

He was appointed the first black general manager for Elephant Hills Golf and Conference Resort in 2005 for a period of three years. He was then promoted to operations executive in 2008 for African Sun Zimbabwe (Pvt) Limited.

He was promoted to group operations executive for African Sun in 2011, covering hotels in Zimbabwe, Nigeria and Ghana.

Hwingwiri is the head of Holiday Inn Division in Zimbabwe, a portfolio comprising the following; (Holiday Inn Harare (201 rooms), Holiday Inn Bulawayo (157 rooms) and Amber Hotel Mutare (soon to be rebranded to a Holiday Inn – 100 rooms).

He has received extensive training in Dubai, Singapore and Australia, in areas of revenue management, brand standards and service excellence from the globally recognised Intercontinental Hotel Group who are the custodians of the Holiday Inn and Crown Plaza Brands.

Hwingwiri was appointed chairman of UNWTO 2013 joint organising committee between African Sun and the Ministry of Tourism.

He is the past president of the Hospitality Association of Zimbabwe 2011 to 2013, vice president of the Zimbabwe Council for Tourism 2012 to 2016.

Hwingwiri is married to Rose and they have three children.

Winnie Muchanyuka

Muchanyuka is the ZCT vice-president representing Access Cluster. She holds an MSc in Tourism and Hospitality Management from the University of Zimbabwe and currently studying towards a PhD in Tourism Management and the area of study is Tourism Development in southern Africa looking specifically at increasing tourist arrivals through increased airline access and infra regional connectivity.

Muchanyuka's aviation career spans over 26 years having started her career at Air Zimbabwe, then the Qualiflyer group of Swissair, Austrian Airlines and Sabena and finally at South African Airways where she is the country manager since 2007.

She was also the BAR chairperson for past five years, and ZCT vice

president for the last three years. Muchanyuka also sat as chairperson of the International Air Transport Association, Local Carrier Advisory Group.

She is a proud Seventh Day Adventist, mother of two boys and an avid rugby fan. Muchanyuka also enjoys community work and the uplifting of the emotional and physical well-being of other women.

Pilani Magadzire

Magadzire is the ZCT vice-president Activities Cluster. He was born in 1970 and has worked in the tourism and hospitality sector for a long time. He started by working for United Air Charters then joined Cresta Hospitality Group as group marketing manager in charge of Zimbabwe operations.

Magadzire then ventured into private business to set up Fuldon Media an outdoor advertising company. He was later appointed to the Forestry Commission Board and was part of the board for eight years. Magdzire is responsible for setting up the restaurant brand Cafe Espresso which has presence in all airports in Zimbabwe and Zambia. He is married to Catherine and blessed with five children.

George Manyuwa

Manyuwa is the ZCT vice-president Accommodation Cluster. He has over 20 years experience in the hospitality and tourism industry. He started his career with Zimbabwe Sun Hotels under the leadership of John Smith, then later joined Innscor Africa Ltd and worked as a general manager for Ocean Basket, operations manager Chicken Inn and general manager for Nandos Chicken Land under the leadership of Givemore Munyanyi.

He then joined African Sun under the leadership of Shingi Munyeza and was general manager in Zimbabwe, Nigeria and South Africa. He then moved to Protea Hotels Namibia as the Group general manager for the 12 hotels under United Africa Group Holdings. In 2013 he came back to Zimbabwe as the Group operations director for Rainbow Tourism Group under the leadership of Tendai Madziwanyika.

Currently he is the deputy director general- Business Development Finance and Administration with Zimbabwe Parks and Wildlife Management Authority. Manyuwa was elected the president of the Hospitality Association of Zimbabwe for the term 2016 and 2017.

He enjoys playing golf and networking.



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CONGRATULATIONS
MR. TICHAONA HWINGWIRI

Rainbow Tourism Group Board, Management and Staff join Mr. Tichaona Hwingwiri in celebrating his election as the Zimbabwe Council for Tourism President.

We wish you a pleasant term in office.

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