



# GODFREY MFITUMUKIZA

Kisoro, Uganda  
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## GENDER

- Male

## NATIONALITY

- Ugandan

## DATE OF BIRTH

- 12/07/1988

## MARITAL STATUS

- Married

## PROFESSIONAL SUMMARY

Enthusiastic tour guide eager to contribute to team success through hard work, attention to detail and excellent organizational skills, clear understanding of leading tours and on-job training in customer service. Highly committed to set goals, self motivated, proactive and confident to take on higher responsibilities coupled with the ability to learn fast.

## EXPERIENCE

- **VOLCANOES SAFARIS LTD**  
*2021 - To date*  
Guests Transfers Coordinator
  - Pick up clients from the airport to the lodge and vice versa.
  - Driving clients to the starting points for the gorilla tracking and any other activities of interest.
- **BAMBOO ECOTOURS**  
*2018 - To date*  
Safari Guide
  - Taking charge of meeting clients at the airport, lodge/hotel and ensures that guests are comfortably settled in their hotels or resorts.
  - Explaining the itinerary and schedule of the travel. Providing significant information about each destination or attraction visited with emphasis on its cultural and historical meaning.
  - Managing meals and transportation related to the tour.
  - Handling emergency situations; managing sudden changes or modifications to the tour.
  - Responsible for the enjoyment of clients; ensure that they have a stimulating experience of local offerings.
  - Providing recommendations on tour plans and packages to the sales team.
  - Performing other tasks assigned by the company.

- **VOLCANOES SAFARIS BWINDI LODGE**

2011 - 2014

Waiter/Cashier

- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Greeted new customers, discussed specials, took drink orders and built immediate positive connections with guests.
- Collaborated with kitchen staff to correctly update customers on unavailable dishes and wait times.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Counted cash in register drawer at beginning and end of shift.
- Issuing receipts, refunds or change due to customers
- Answering customer's questions and providing information on procedures or policies.
- Arranged paper and electronic payment records to maintain well-organized fill systems and recordkeeping compliance

## EDUCATION

- **St. Maria Goretti Secondary School**

2009

Uganda Advanced Certificate of Education

- **Ssingu Secondary School**

2005

Uganda Certificate of Education

- **Muramba Primary School**

2001

Primary Leaving Examination

## SKILLS

- Effective communication, Travel knowledge; Uganda's geography, Multitasking, Good memory, Punctuality,

## ACCOMPLISHMENTS

- Provided the highest level of prompt and friendly customer service which increased client base tremendously.  
Reduced waiting time for customers by providing quick service.

## REFERENCE

- **EDISON NDAYAMBAJE - "Bamboo Ecotours "**

Director

endayambaje@gmail.com

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- **KAWEESA FAROOQ - "Volcanoes Safaris Ltd "**

Operations Assistant

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