

Having a great beauty and splendor, the Splendid Hotel in the heart of Muhanga town has everything ravishingly beautiful. Grandeur self-contained rooms, delicious meals with a variety and conference facilities accompanied with excellent services.

Splendid Hotel opened in 2008 as the first hotel in Muhanga in Southern Rwanda, it continues to lead with an ambitious expansion plan and remains one of the most popular hotel in town.

The hotel is strategically located in a quiet environment with beautiful scenery of Muhanga's hills and linked to different popular shops, restaurants and bars.



Narcisse Kayitare, the proprietor of Splendid Hotel

Narcisse Kayitare, the proprietor of Splendid Hotel observes that they opened when the town needed hotel services and were encouraged by the district authorities to undertake the investment to develop the area.

However, the start was a bit challenging as the proprietor explains because many were not used at seeking hotel services and the investment had few customers. Today, this has changed as more and more people come to the hotel to seek services that have been introduced including lodging, restaurant, events and conference facilities.

The hotel has improved the hospitality sector as well as contributing to the economy of the district through creation of employment where over 50 work at the hotel, taxes to the central government as well as local government and to suppliers like farmers.

The hotel which started with only 17 rooms has expanded to 50 luxurious rooms serving a diverse number of guests and has five conference halls.



Splendid Hotel has also added a swimming pool and is in the process of completing children's amenities to attract more clientele.

Kayitare notes that when they opened the target was Muhanga residents, people passing through the town and others who could work from the hotel. "Rwandans have come to appreciate when they visit Splendid Hotel and they always come

back," he underlined.

The strategic location of Muhanga as the main gateway to the Southern and Western Provinces has positioned this growing city into a popular stopover for travellers who are treated to superb services at Splendid Hotel.

Another customer base are families coming from the rest of the country mainly Kigali who want to dine and rest at the hotel as well as groups of people who come to work at the hotel because of the serene environment Splendid Hotel provides.



Conference services are also picking up since the hotel started working with different organisations that wish to hold their meetings in Muhanga.

There are also plans to introduce more services at the hotel like sports and children's amenities where some have already been completed, waiting only for the lifting of the Covid-19 preventive measures.



Kayitare observes that, the introduction of more services has been gradual because of the slow uptake of customers blamed on lack of developed tourism attractions in this part of the country. The tourism sector in Muhanga is still underdeveloped with no unique attractions to interest tourists to stay longer.

Another challenge is lack of skilled personnel to provide the services, this has forced the hotel management to adopt on-job training which has its limitations but Rwanda Development Board (RDB) has been supportive to this end.

The proprietor applauds the government plans of developing more cities including Muhanga where they started to implement the policy by taking some public institutions to those cities. The move is intended to boost the cities by raising local purchasing power.

Muhanga also has unique tourism potentials that needs to be developed, this will improve the local economy when visitors coming to Muhanga increase.



## **Service facilities at Splendid Hotel**

Restaurant

Bar / Lounge  
Free breakfast /Breakfast in the room  
Special diet menus (on request)  
Children Activities (Kid / Family Friendly)  
Free High Speed Internet (WiFi)  
Free parking

**Reception services**

Concierge service  
Luggage storage  
Currency exchange  
24-hour front desk

**Business facilities**

Fax/photocopying  
Meeting/banquet facilities

**General**

Shared lounge/TV area  
Car hire  
Family rooms  
Room service

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