

# Two weeks of pure bliss in paradise Asante sana... exceeded all our expectations

Dear Bert

Please take a walk with us so we can tell you about our adventure and experience at the beautiful Reef and Beach, where making you feel at home, is what every staff member lives every day!

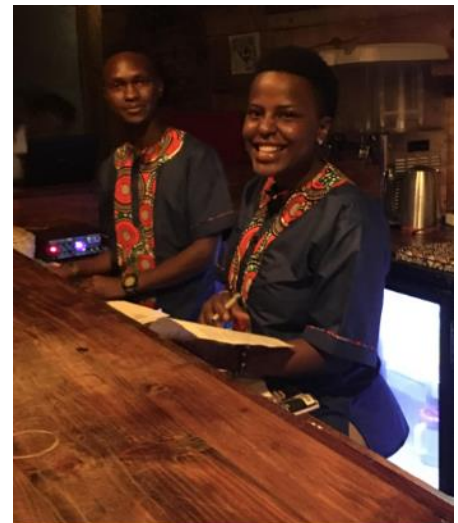


Rafiki jangu



If we have left out any areas, it would simple be because we did not go on trips etc, but heard via other guest arrangement were done perfectly.

All staff are normally friendly at resorts and hotels. However, kindness, compassion, sincerity, non-judgemental and **efficiency**, a completely different story and that is what the staff display every single day. Hakuna matata is their motto, while getting things done , great service! They all take such pride in their duties and make it look so easy, under sometimes difficult circumstances. Always smiling. Nothing is an effort or too much trouble for them.



Any request is met with politeness, excellent service and sincere care.

Everyone is very professional with the perfect balance of friendliness and helpful at the same time. We single out some staff by name, purely as we dealt with them individually a few times, not that the other did not display the same " qualities "as mentioned above, on the contrary.



We had the privilege of liaising with **Petra** on a constant basis, from beginning to end. She gives new meaning to the phrase “going out of your way to help someone” And I’m sure there are very strange request ( including ours ) nothing was too much trouble for her, with a smile. We obviously don’t know the half of it, her responsibilities must be endless. There is something very special in the manner with which she guides and work with the staff. With care and compassion. An excellent leader. Well done Petra, you were instrumental in all arrangement, assisting with various requests and just us enjoying the whole experience.



**Catja**, always on standby to assist under sometimes a lot of pressure due to the nature of the job, but she gets things done with her endearing smile. She makes her guests feel welcome, treats them with respect and understanding, much appreciated.

**Nahid**, a true gentleman, one can see he loves his job, an organizer and communicator of note, efficient and a kind soul and compassionate, which is so important in any profession. A problem solver and always kind and friendly.

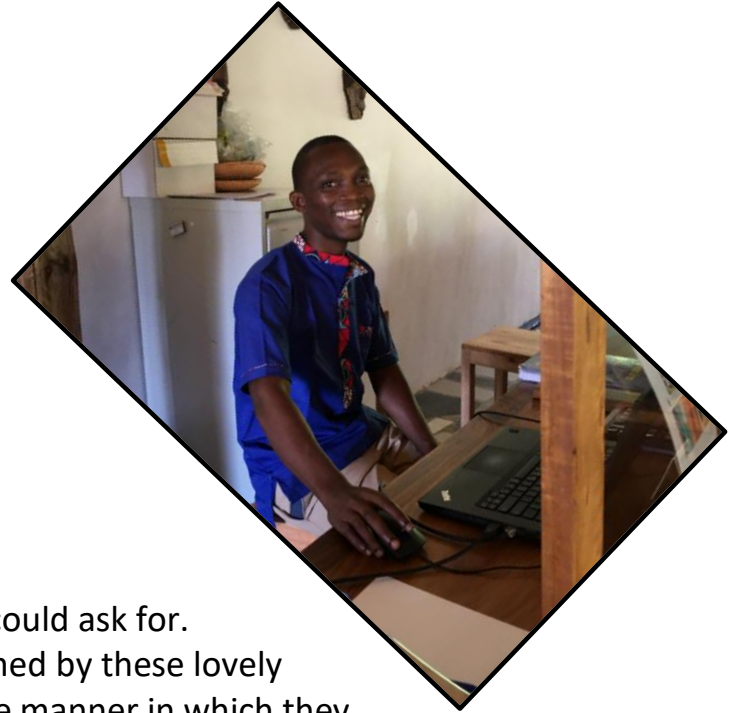


The joyful kind, smiling and always ready to assist **Juliet and Fatima**. They are absolute gems.

In their calm manner, always ready to help.



Sometimes the strangest requests, like assisting with fixing my shoes, assisting with laptop and much more. I am sure they solve various problems, but again nothing is an effort for them, and they cruise through it, loved seeing them in action!



They are the best frontline staff a resort could ask for. Who wouldn't feel at home when welcomed by these lovely people and their endearing smiles and the manner in which they assist and listen and execute.



**John and Hamad.** Delightful gentlemen. In their calm yet very much in control manner, they make these responsibilities seem so easy. Any request is met with an immediate solution and the whole dining area is spotless and just a lovely, relaxed vibe. They are doing a fantastic job.

It is admirable to witness the relationship they have with their staff. Mutual respect and which ultimately leads to excellent service. They have various responsibilities but again Hakuna Matata, while making all run so smoothly.

**Just such nice guys!**





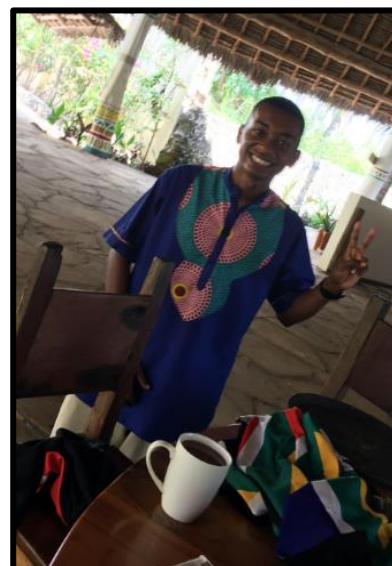
Your own **MasterChef** , preparing and planning the meals with love. What a delightful man. Always kind, helpful and so proud, with good reason, of every meal prepared. We really enjoyed the variety, the presentation, the menus and the food is delicious. All the guests we spoke to felt exactly like we did. Congratulations to all the staff in the kitchen, working so hard and enjoying it, which was quite visible.



Which brings us to the **waiters and waitresses**. Only have praise and respect



Again, much more than just friendly, they make you feel at home, excellent service, always keeping an eye on what their guests might require. They are very good at their jobs, and dear, compassionate kind



people, working very hard, always polite, and full of joy.

We can honestly say that when dining at the restaurant, everything runs so smoothly. The waiters also constantly check that the tables are cleared and there is always enough food and in the time we wear there, various guest spoke about the excellent service and quality of the food.



The little gestures, that are actually big and special for the guests

A surprize delicious birthday cake  
The joyful staff singing and dancing.  
These are the kind of experiences that guests tell there friends and and family about. Special moments and memories.

Happyness is..



We were spoiled with a special treat prepared for us.... delicious, these are the kind of gestures that one will never forget and will always make you smile

*There were so many staff members that made us smile, made us enjoy ourselves, made us feel comfortable. Thank you so much for that gift. Means so much to us.*





**Peter** is a hard worker, so ready to learn about everything. He keeps an eye on the guests and on standby whenever something is needed.

He takes his responsibilities very seriously but, in a relaxed, yet effective manner.

And he smiles..... a lovely welcoming smile.

### **Housekeeping.... Lead by the lovely Violet, who truly leads by example**

What a magnificent team. Again, nothing is too much of an ask for them. They go the extra mile as well as keeping the rooms in a pristine condition. Respect for them. How lovely it was to get to know some of them.





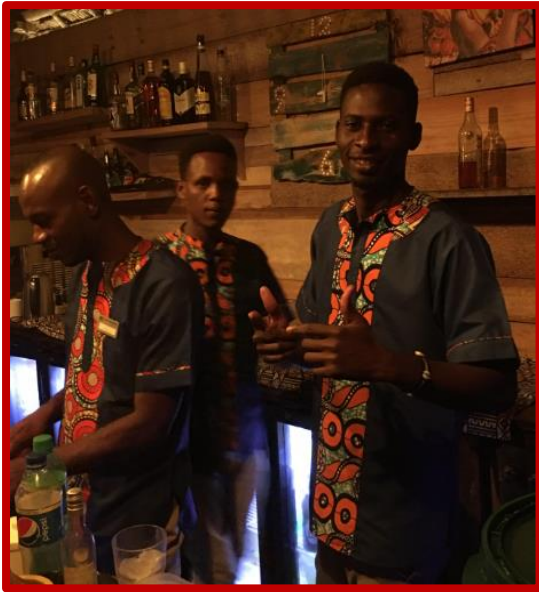
And then, **the employees at the bars**, they work so hard and fast. Always polite, patient, considerate and kind, always great service and you feel as if you belong at the Jetty bar. I think some guests might be under the impression it's just one big party, as they are always laughing and making their guests smile.



**Service with a smile  
That's how it's done**



But we came to realize how hard they work, how seriously they take their responsibilities and one can only but admire them for that.



They ensure that every guest is served with precision and patience. And they are excellent dancers, and the guests just love their spontaneity and watching them enjoy life which spills over to guest enjoying themselves. **Dullah!! Patiently teaching the same steps over and over every night.** So respectful to the guests as well. We admire each and every one of them for the joy they wholehearted bring to others, asking for nothing in return.





The Mango bar has its own unique setting, again the staff contributes to that.



### **Dullah and Muddy**

**I wish to single out these gentlemen as they are instrumental to the success story, and I know other guests felt the same. Their energy is contagious!**



They are always on the go and very diligently, always with a smile. Running around, organising various activities and such great people skills. They have a lot of responsibilities.

Just wonderful to see them in action.

There focus, in such a fun manner is to make sure the guests enjoy themselves. Most successfully. Always on the go !



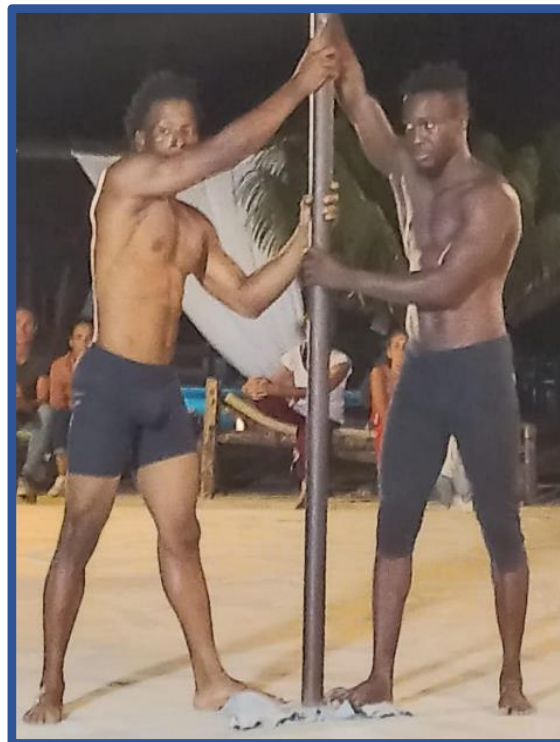
They are so good at involving the guest dancing and just having fun. They ensure everyone is having fun, because they are. Love it!

### **And Muddy's "Let's go" ... and then it happens!**

Their support for the entertainers was just great to see and experience



**World class Entertainers, the guests really enjoy every minute and every move.**





The entertainers are highly skilled in their craft.

They tackle the most difficult routines, and in the process they keep the guests on the edge of their seats



and in true Zanzibar style, they have so much fun doing these very intense routines. They also involved the crowd to participate which went down so well with everyone.

A beautiful Boutique

Style and elegance. What a pleasure it was to shop there. Polite, friendly, kind and an endearing sincere smile.



And the spectacular view and facilities at the gym and spa. So much effort has been put into this, visible from the outset.



Maintenance personnel friendly and as happy as can be. They keep the resort in tip top condition, they are doing a great job. They made such an impression on us.

Greeting, waving and smiling  
"Jambo"

Again they all make you feel so comfortable in and as if this is a place where you belong.

Magic it is !

Masai , an integral part of what makes Reef and Beach so special



They are truly very special and giving people and also made us feel so comfortable.



As is, we are proudly South African, but thanks to the amazing staff here, they have made us proudly African. With patience, they have taught us a bit of Swahili , and greet us all the time with a friendly smile, chat and again their kindness and compassion always shines through. Asante sana



Myself and my friend Alet have, in various stages of our lives, travelled to different parts of the world, so we are comparing this delightful experience to global standards, which in our opinion, some fall short to Reef and Beach.

**Bert, congratulations on your resort, or shall we say paradise. The design, the lay out, the activities, one can only imagine what planning and work went into this, combined with the outstanding employees, we can comfortably give Reef and Beach 10 stars!! as we cannot fault the resort or employees on one single point.**



**Any ship that sails THIS smoothly has a captain steering it with efficiency, kindness and giving staff leeway where necessary, with out of the ordinary circumstances, so to you**



as captain, we take our hats off for doing so. Wonderful that through this venture you are giving people the opportunity to thrive in the environment you have created with Reef and Beach, and in the process, they can enjoy their lives and make their guest enjoy theirs.

*Cheers to all at Reef and Beach !*



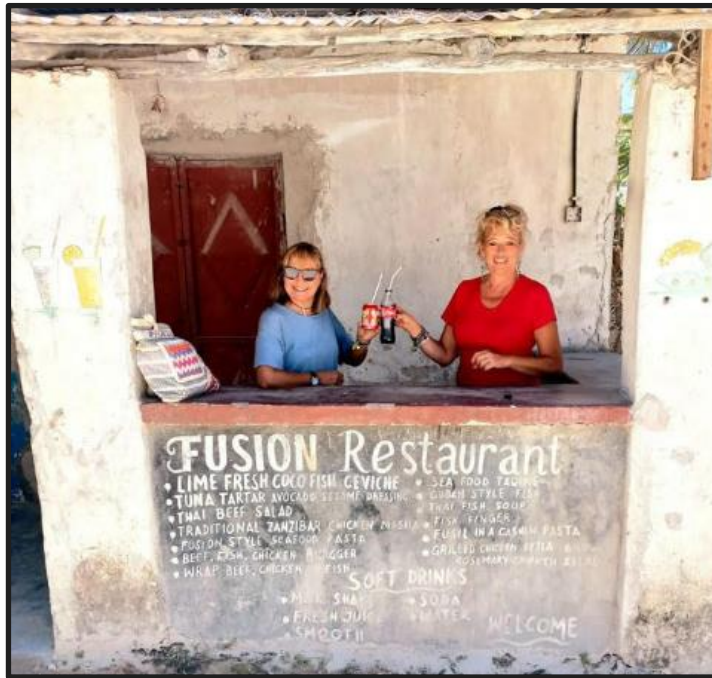
*We wish you love, peace and always ... happiness. Thank you for making this such a wonderful experience, home for 2 weeks and asante sana for the special memories. You will always be in our hearts... Furahia Maisha*



*As the Terminator said..  
" We'll be back*



We are going to apply for citizenship in Tanzania ..just joking... or...



*Bert, for you, we wish success and happiness in all your future endeavours, may blessings rain down on you and your family. Thank you, Bert - a piece of heaven.*

*The End... or maybe new beginnings*



*Emsie and Alet*

Ps We have read some of the reviews and quite disappointed with some of the most unfair comments. Sometimes in life one must take criticism where it is coming from, meaning some people will always find something to complain about, unjustly so! Even if you put saffron on their pillows, in their tea and rice. All the guest that were here at the same time as us, have been here very impressed with everything.