

Senior Expert Corps – a Project of Swisscontact

Promoting entrepreneurship through expertise – Imparting technical skills through volunteer work

The retired professionals of our Senior Expert Corps (SEC) are qualified experts on site. Through their consulting services, they provide hands-on, cost-effective support towards sustainable development of companies and institutions.

SEC Assignment in Laos, 2019

Assignment No. 3441

Location Vientiane, Laos
Client Gastronomy & Hotellerie
Expert Felix Muntwyler, Culinary Management
Period 26.12.2018 - 06.02.2019



Client Profile

The company consists of coffee plantations, coffee processing facilities, 15 Coffee shops/restaurants, 1 Eco Lodge & 1 Boutique Hotel in Laos PDR. The company covers the whole coffee value chain, and is determined to become a leading brand in Laos PDR, by continuously improving quality and standards at all levels.

Tasks

- Coordination of Food & Beverage standards for all coffee shop outlets
- Improvement of F&B Management
- Menu creation and conception of F&B services and products
- Marketing for a better positioning of the brand in the local coffee shop market/industry

Results

- Established a F&B Management concept
- Created a simple, excel based, F&B cost - sales prices calculation tool
- Trained the employees on the use of the tool
- Established guidelines for the use of the F&B cost management tool
- Established food safety and hygiene guidelines
- Unified standards of product presentation for all outlets
- Created new recipes, implemented and trained the chefs accordingly