

## 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 Benin, 2019**

**Assignment No. 3489**

**Location** Abomey Calavi, Benin

**Client** Hospitality

**Expert** Andrea Beerli

**Period** 06.05. - 02.06.2019



### Client

Hotel, education for restaurant & hotel, bakery, little shop, locations for seminars

### Tasks

Rising quality and know how in service, restaurant and school

### Results

- Analyse of the main problems
- Creation of an application in EXCEL for the control of all returns of the shop including stock management.
- Facebook page and advice how to manage the account
- Reorganisation of the shop
- Training in service, instructions on how to find a job after graduation
- Suggestions for the rooms
- Hand over of many documents for service, management, advertising