

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 Nepal, 2019

Assignment No. 3503

Location	Kathmandu, Nepal
Client	Hotel resort
Expert	Vreny Markovic-Reis Hotel and restaurant management
Period	24.02. - 22.03.2019



Client Profile

A hotel resort, owned by local partners, run by one general manager. The hotel is located in the old town (Thamel) of Kathmandu. A popular place for tourists and business people alike.

Tasks

- Improve a client friendly atmosphere in the hotel
- Training in housekeeping of better cleaning
- Advices in hygiene standards
- Advising and training staff in service
- Advices to the reception how to be a good host and provide valid information

Results

Prepared a list for the management with proposals and needs to give a warm atmosphere to the hotel and improve the service.

Made working and information lists for service, housekeeping and reception.

Pushed management and staff to focus on guests experience and fully functioning inventory