

Senior Expert Contact – a Program of Swisscontact POTENTIAL MEETS EXPERIENCE

The retired professionals of our Senior Expert Contact (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, 2021

Assignment No. 3807

Location	Butwal, Nepal
Client	Hospitality school
Expert	Alain Rohrbach, Hotelier et formateur
Period	07.01. - 31.03.2021



Client Profile

The client is a hotel school. In the midst of COVID crisis and lockdown, this school needs to define its role and find new ways of working.

Tasks

- marketing policy within the company
- relationships between owner - managers - students
- organisation of various standard operating procedures
- setting up of catering
- implementation of training exercises
- 3 "train the trainer" sessions

Results

The results are difficult to assess because of the distance, quality of communication (zoom, wifi, connections, mobile etc.) but at first sight seem to be very positive. There was great commitment from the manager and his management team. Participation levels among the students were very high. An in-person follow-up assignment is planned.