

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, 2022

Assignment No. 3973

Location Pokhara, Nepal

Client Resort Hotel

Expert Gafner Alfred, Chef

Period 01.12.2022 - 15.01.2023



Client Profile

The client is active in the hospitality field, operating a successful restaurant, plus another outlet. They focus mainly on tourists, who would like to enjoy a wide variety of cuisines, but mainly western. The small family-run company is now expanding by adding a new resort hotel to their portfolio, 2.5 km outside Pokhara, on a hill, overlooking Lake Phewa. The owner developed the plans, is supervising the construction and will operate the resort on his own. His commitment to risk this expansion is based on his desire to create jobs for the local community and offer an upmarket experience for his future guests.

Tasks

Create an upmarket lunch and dinner menu based on local ingredients.
Make a breakfast buffet menu, with live cooking stations.
Practical training with chefs for all new dishes, with recipes and pictures.
Set-up of the new kitchen with available equipment.
Set-up of a mobile breakfast buffet station.
Advising owner about the philosophy of running the resort.
Evaluate financial, operational, and reputational risks.

Results

Above tasks have all been completed.
Additional work like revising all menus for the existing restaurant operations.
Revising selling prices for all menus, including tax and service charges.
Pinpointing out missing facilities, like staff changing room, washroom, shower, laundry, storage space. Re-allocated kitchen space, which was disproportionately big, so there is enough space for those new facilities.