

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, 2023

Assignment No. 4079

Location Itahari, Nepal
Client Hotel
Expert Kurt Renold, Hospitality
Period 07.03. - 27.03.2023



Client Profile

The client is a 33 rooms hotel on the upper floors of a small shopping mall in Itahari. There is an extension under construction to increase the number of rooms to 52.

Tasks

Review operation and look for possibilities to increase revenues in restaurant and rooms.

Results

- made plan for signage to improve visibility of hotel and restaurant in the mall
- introduced green card to reduce unnecessary washing of towels
- new room categories for upselling
- reopend booking.com
- training for housekeeping and service recovery training for reception and restaurant staff
- organized proper storage of banquet material
- made plan for restaurant promotions
- introduced morning meeting to improve communication
- signaled major deficiencies in fire/life safety