

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 Kosovo, 2023

Assignment No. 4088

Location	Malisheve, Kosovo
Client	Bakery / Café
Expert	Markus Rolli
Period	28.10. - 12.11.2023



Client Profile

This family-owned business is a cake shop and café (two stores), with one production site, and a staff complement of around 15 women. The work is very efficient and the staff are motivated to learn new products.

Tasks

- Help develop non-refrigerated products
- Training of staff for more efficiency
- Assist with energy savings and cost control of raw products

Results

Staff were trained in a variety of skills and given more knowledge. Not all products needed for the recipes were available, so we had to substitute or make other products. It was determined that price points had to remain within the standard range for the area and more profits should rather come from volume of products.