

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 Indonesia, 2023

Assignment No. 4131

Location Lombok Tengah, Indonesia

Client Tourism Polytechnic

Expert Alfred Gafner, Chef

Period 16.11. - 15.12.2023



Client Profile

PPL is a tourism and hospitality institution, and de Balen Sultana Hotel is a student practice hotel. The campus is equipped with modern facilities, including classrooms, accommodation for students, and practical training areas that simulate real-world hospitality scenarios.

Tasks

- Provide training to de Balen Sultana Hotel staff in creating product quality improvements, project innovation, and solving technical problems

Results

The hotel kitchen operated with a weekly rotation of students, leading to substandard hygienic conditions. To address this issue, the initial emphasis was on enhancing the training kitchens at PPL. I conducted hands-on cleaning sessions for both teachers and students to instill practical hygiene practices. As a second step, we cleaned up the hotel kitchen, implemented the Mise-en-Place system, and assigned a permanent teacher to maintain the newly established standards.