

## 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. 4113

**Location** Prishtina, Kosovo  
**Client** Tartine L.L.C.  
**Expert** Bert Steehouder, Baker  
**Period** 10.09. - 25.09.2023



#### Client Profile

The client is a sustainable restaurant in the city of Prishtina, with good customers who like to pay a little bit more for healthy food and drinks. The menu is mostly vegetarian. It's a modern place to be and to spend time with friends and family.

#### Tasks

Assist the client to learn to make their own bread for lunch, make fresh croissants and have a big variety of pastry and desserts (at european prices, so the profit of these products is good)

#### Results

The client bought a faster, better quality mixing machine, which allowed good results of the production of bread and pastry. Bread production is done economically, whereby half-baked bread is kept in the freezer, so it can reach the table quickly and fresh-baked. Staff were also trained on how to run a professional bakery and work economically.