

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. 4119

Location	Lalitpur, Kathmandu
Client	Italian Restaurant
Expert	Felix Kaufmann, Hospitality Expert
Period	14.11. - 13.12.2023



Client Profile

The client is the owner of a small Italian restaurant in a residential area with international expats, locals, and small businesses. The restaurant is mainly active during lunch and dinner hours. The company would like to increase the number of guests, improve the quality of the food and optimise the process to ensure a sustainable product.

Tasks

- Revising the current recipes and presentation of the dishes
- Adaptation of the product range, menu card, pizzas, events, and more
- Introduction of production planning to eliminate bottlenecks
- Quality management to ensure sustainable quality
- Lean management & continuous improvement for standardisation
- Ensuring capacity in line with demand

Results

Together with the team, the entire product range was reviewed and partly adapted. Complexity was reduced and processes optimised, while maintaining or improving quality. A production plan was drawn up, staff training was carried out, quality features were introduced, and capacity was ensured in line with demand. The whole team was very motivated to put these adjustments into practice. A lunch was organised for the press, social media and regular guests. The feedback was very positive and the whole team was very proud.