

Senior Expert Contact – A programme 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 the sustainable development of companies and institutions.

SEC Assignment in Nepal, 2025

Assignment No. 4277

Location	Kathmandu, Nepal
Client	Food Service
Expert	Felix Kaufmann Hospitality & Airline
Period	15.01. - 23.02. 2025



Client Profile

The client is a gastronomy company that operates restaurants, hotels and retail outlets. It is committed to optimising work processes, streamlining central purchasing, enhancing food quality, and upholding hygiene standards. To support these goals, the company engaged SEC for assistance with feasibility analysis and implementation.

Tasks

- Review of restaurant service across all customer touchpoints
- Culinary positioning and development of future innovation concepts
- Simplification of central purchasing using a RACI approach
- Chefs' workshop to centralise recipes and standardise cost calculations
- Development of an operational dashboard to monitor and drive performance
- Planning the centralisation of baked goods production

Results

In the initial phase, we adapted and optimised the service processes at the customer touchpoints. We developed a new culinary concept that reflects the values of Nepal. A performance management dashboard was established and is now ready for rollout. During a workshop, we outlined the advantages of a central purchasing team for the company. We also created the structural framework for a central bakery and finalised the project planning. The planned launch in September remains on schedule and the management team has requested a follow-up assignment.