

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. 4398

Location Kathmandu, Nepal
Client Hotel & Hospitality
Expert Patty van der Kleij
Tourism & Hospitality
Period 08.11. - 07.12.2025



Client Profile

The client is a premier 5-star hotel and is more than just a place of accommodation; it is a tribute to the rich cultural legacy of Nepal, inspired by the architectural grandeur of the historic Durbar Squares of Patan, Bhaktapur, and Kathmandu. The word “Basera” describes a deeper meaning of refuge, implying a place of comfort and protection.

Tasks

1. Food & Beverage (F&B) Operations and Production
2. Market Understanding
3. Supervisor-Level Training
4. Sustainable improvements of the hotel to increase product and service quality, promote products and services, improve productivity, and further enhance high service quality, brand loyalty, and positive client reviews

Results

Trainings were provided for F&B Service and Production, Housekeeping, Front Office, and the Management Team, involving a total of 80 team members. Key topics included service standards, upselling, guest complaint handling, customer service, hygiene and HACCP, vegan food, lost & found procedures, as well as coaching and mentoring. In addition, 27 Standard Operating Procedures (SOPs), a Code of Conduct, and supporting documents were developed, covering sustainability and Green Label certification, website adjustments, departmental KPIs, marketing activities, and business plan guidelines. The management team is highly motivated to implement the SOPs and recommendations in daily operations, with continued focus on staff training.