

## 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 Cambodia, 2025

Assignment No. 4404

**Location** Kampot, Cambodia  
**Client** Hotel Resort  
**Expert** Felix Kaufmann,  
Hospitality Expert  
**Period** 31.10. - 04.12.2025



### Client Profile

The client is a recently opened hotel resort with a unique location "nestled between rice fields, mangrove forests on the tranquil Kampot River". Daily operations were hampered by systemic deficiencies and while the team demonstrated commitment, there was a lack of clear operational procedures and standardised rules, resulting in a fragmented workflow.

### Tasks

The team focused on the core principles of hospitality management to ensure a consistent, first-class guest experience:

- Culinary excellence, with a strong focus on ensuring consistently high-quality service and food
- Comprehensive standards were developed for housekeeping, and the check-in and check-out processes were optimised
- Deficiencies were remedied by improving work processes
- The introduction of cost controls was resolved
- A visual dashboard was developed that summarises key data for measuring KPI performance control

### Results

The most effective change was the strengthening of the team's self-confidence and attitude. The team explicitly stated, "you have enabled us to identify critical operational gaps." This success underscores the effectiveness of short-term interventions based on trust, knowledge sharing, and teamwork. The changes are currently being implemented, and it will take some time before the goals are achieved.