

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. 4411

Location Kathmandu, Nepal
Client Coffee
Expert Klaus Klein, Coffee Exporter
Period 15.11. - 13.12.2025



Client Profile

The client is a company that buys green coffee, then grows, processes and roasts it on its own farm. The coffee is served in its own café and bakery at its own hotel. The coffee is also sold ground or as whole beans to resellers and private customers.

Tasks

- Coffee cupping
- Explanation of SCA rules and flavour profiles
- Roasted coffee and explained light roasts for portafilter coffee
- Wrote a guide on timeframes for coffee shelf life
- Installed Artisan roasting software on a laptop
- Trained baristas in various coffee brewing methods and espresso
- Wrote a plan for brewing methods according to Hofmann
- Created a handout about roasting, coffee resting, packaging, etc.
- Wrote a cleaning plan
- Created a roasting manual
- Wrote roaster cleaning and maintenance instructions
- Wrote a business plan

Results

Dipak and his team were very dedicated and worked meticulously. Some suggestions, such as the first-in, first-out (FIFO) system for roasted coffee were implemented immediately. Others required more time, for example, the corporate identity through different packaging types and quality levels. The team was provided with tools and tips to establish themselves in the domestic market.