

Senior Expert Corps – a Project of Swisscontact

Promoting entrepreneurship through expertise – Imparting technical skills through volunteer work

The retired professionals of our Senior Expert Corps (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 Macedonia , 2016

Assignment No. 2921

Location Ohrid, Macedonia
Client Hotel
Expert Maarten Gerlach
Consultant Hospitality
Management
Period 29.03. - 30.04.2016



Client Profile

A five star hotel property with over one hundred rooms and apartments, situated at the lake of Ohrid in Macedonia.
Family owned and not branded.

Tasks

Practical training for as well inhouse employees as employees for equally sized and or structured hotels and villas.
The training was organized in 2 day modules for employees of housekeeping, kitchen, restaurant, reception and a one day kick off module for owners and managers. Participants were awarded with a certificate.

Results

Interaction between employees of the same department, however different properties resulting in a know-how transfer.
A fresh look from an outsider on the challenges/opportunities and threads concerning the current market.
Stressing the importance of an inhouse training program for new but also already employed employees.