

## 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 Albania , 2016

2959

<b>Location</b>	Dhermi, Albania
<b>Client</b>	Hotel Resort
<b>Expert</b>	Vreny Markovic-Reis Hotel and restaurant management
<b>Period</b>	20.06. - 02.07.2016



#### Client Profile

The client is a family of 5 managers which are new in the hotel business. The hotel resort is placed in a wonderful region. However, the region is poorly developed for tourism.

#### Tasks

The expert has given the following tasks:

- Proposals for the marketing of the hotel and the region
- Advices how to run a hotel and to be a host
- Advices in quality control and service standards
- Advising and training staff

#### Results

Changed the whole breakfast buffet, created a table plan, advised the staff in wine service and service itself and pushed staff to be true hosts for a better client experience.  
Made changes in the rooms and trained the housekeeping.  
Prepared documents for the management with duties and check-lists for the different departements and recommendations for further improvements in regards to efficiency and quality.  
Prepared marketing letter for travel agencies with specific goal to extend the season.  
Pushed management and staff to focus on guest experience, friendliness and fully functioning inventory.