

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 Tunisia, 2016

Assignment No. 3063

Location	Chenini, Tataouine, Tunisia
Client	Small hotel and restaurant
Expert	Edgard Raeber Hotel consultant and manager
Period	19th November - 10th December 2016



Client Profile

The client is owner of a small hotel and restaurant located in caves and has a small number of employees. The client lacks management knowledge. Only the kitchen chef and the waiter have some professional background. The need of a professional management is absolutely necessary.

Tasks

The expert has been given the following tasks:
- Vocational training of head waiter, room service, cleaner and night guard

Results

Mr. Raeber first had to observe the overall situation specific to the country and to the location as well as getting familiar with the business operation. The training of the waiter and the other employees started very soon. Some organizational steps had to be taken to perform the development of the business.

The first results are satisfactory but they need a follow-up.

The owner and his staff are very motivated to implement the recommendations and would be glad to welcome Mr. Raeber again for a follow-up assignment.