

## 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 Cambodia, 2017

Assignment No. 3071

<b>Location</b>	Phnom Penh, Cambodia
<b>Client</b>	Hotel Group
<b>Expert</b>	Jean-Pierre Lanz, Hotelier
<b>Period</b>	16.01 - 15.02.2017



#### Client Profile

The client is a small hotel group, consisting of a superior 4\* hotel, a 4\* hotel and a guest house in Phnom Penh, 3\* hotel and a guest house in Siem Reap. The group wishes to improve the occupancy and the services in their properties

#### Tasks

The expert has been given the following tasks:

- Provide applicability of revenue maximization strategies and operational aspects.
- provide suggestions to improve the property management system

#### Results

The expert concentrated his work on operational improvement proposals as well as suggestions regarding sales and marketing. Much time was taken to evaluate the existing procedures, including acting as a "mystery guest" in one of the hotels. Proposals regarding procedures, equipment, layouts ,etc. were made, as well as to the improvement of sales