

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 Nepal, 2017

Assignment No. 3075/3019

Location	Kathmandu, Nepal
Client	Hotel/Tourism
Expert	Rosmarie und Hans Baumgartner, Hotel Director
Period	28.2.-22.3.2017



Client Profile

The unique family run boutique hotel in a historical and cultural ambience is located in the center of Kathmandu valley. It opened in October 2016. It shows the lifestyle of the Rana era, mixed with the original architectural heritage of Newar, Mustang and Terai cultures.

It offers 13 rooms and suites, all day dining restaurant, bar, spa, roof top swimming pool etc. Number of personnel is 28, percentage of female staff is 30%.

Tasks

Improve:

- Overall quality of operation and service.
- Food and beverage quality and production.
- Front office operations.
- Housekeeping.
- Handling complaints, telephones etc.

Results

This unique boutique hotel has a very good market position. The feed back from guests is very satisfactory. The trainings on the job showed good results, especially in the housekeeping department. We reorganised the working plans to have better efficiency.