

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, 2017

Assignment No. 3136

Location Tirana, Albania
Client Hotel & Tourism
Expert Edy Schmid,
Hotelier
Period 19.06.-01.07.2017



Client Profile

AITA is a non governmental organization and a non profit organization, apolitical organization to promote Albanian tourism in several sectors. AITA is an initiative from different companies - hotels, tourism operators, restaurants and car rental companies.

Tasks

The expert has performed the following activities:
Train the trainers, didactics principle. Learn how to set correct learning goals. How to teach with visual aids (Video, Ppt. presentation etc.).
Develop own training unit for the hotel staff. Practical learning exercises.
How to reach customers. Appropriate behavior at the reception. Telephone sales talk. How to handle customer complaints. Behavioural and social skills for front desk employees. The organization of the "front desk".
Marketing skills. Development of quality standards. Tourisms network (tourism players).

Results

Within the first week of the assignment, training of the management staff of AITA as trainers. Afterwards training of hotel managers, room managers and receptionists on how to approach guests, how to make sales talks and how to build a good front desk organization.
In the second week, F&B managers, kitchen chefs were instructed on food hygiene.