
S H.T.E.C.

SWISS HOTEL TOURISM EDUCATION GASTRO CONSULTANCY

SWITZERLAND - 2023

FOUNDERS

WALTER SPALTENSTEIN

Walter has worked as Executive Chef, F&B Manager, and Hotel-director in 5 Star Hotels around the world.

Then he's worked in Hotel Management/ Culinary Art Education in the Hotel and Touristic School in Chur/ Passug Switzerland. Eventually, Walter has opened the International Hotel Management School DCT and has been a CEO there for 21 years. Later SWISSAM was founded and Walter was the first Rector. 3 years later he became its Adviser.



IDEA AND MISSION

We help clients to improve operational efficiency.

Each member of our team is unique. In the past each of them has experience in the hospitality sector, management experience, as well as experience in the development of systems of continuous improvement. Working at our company, each employee is enriched with a multifaceted experience in hospitality and educational consulting practice. As a result of this cumulative accumulated knowledge, we, as a team, are able to help in solving a large number of Client's problems.

Our company pays special attention to development and growth. It is a process involving both the respective dedicated services and each consultant in our company. Accordingly, working with our consultant, the Client gets access to the entire range of our capabilities.

Operating in Italy, Germany, Switzerland, Greece, England, Canada, the USA, "SHTEC" is an International consultancy team that combines a tradition of quality with state-of-the-art methodologies and a spirit of innovation, to bring to life sustainable and long-lasting business opportunities by creating best hospitality facilities and educational institutions.

OUR SERVICES

HOTEL BUSINESS CONSULTANCY

HOTEL BUSINESS PLAN

- Create a full Business Plan for new Hotels and existing Hotels with problems. Including detailed planning of finances and return of Investment.
- Marketing research and strategies of Sales.
- Personal Planning.

HOTEL OPERATION SERVICES

- Help with problem areas in the operation.
- Front Office Training.
- Housekeeping Training.
- Staffing Levels.
- F&B Control.
- Quality Control in Areas of F&B.
- Rooms Division.
- Front Office.
- Staff Training.

MARKETING AND COMMUNICATIONS

- Help with creating Marketing strategies.
- Presentations of Products.
- Learn about levels of Communications.
- How to run Marketing meetings.

HOTEL BUSINESS CONSULTANCY

MYSTERY SHOPPING SERVICES

- Preliminary meetings with Owners, Management.
- Create a custom-made catalog of problem areas.
- Organize Mystery Shopping with full reporting on all levels of Services.
- Compare with International Standards.
- Plan measures to be taken to solve problems.

HOTEL FINANCE AND STRATEGIC PLANNING

- Help Hotels with Budget and plan finances.
- Help with Strategic outlooks and long-term planning.
- Create Plan to control all aspects of Finances.

HOTEL RENOVATIONS

- Help with creating Marketing strategies.
- Presentations of Products.
- Learn about levels of Communications.
- How to run Marketing meetings.

RESTAURANT BUSINESS CONSULTANCY

NEW RESTAURANT OPENINGS

- Help with the concept of the Restaurant.
- Visibility study.
- Help with operational issues.
- Staffing Levels.
- Product List
- Check availability of Products
- Suppliers
- Staff Training and Quality Control
- Help to decide on Equipment.
- Interior design.

MENU STUDY AND DRAFTING

- Create new Menu Items
- Concepts of Menus
- Research of new Trends
- Presentations
- Menu Design.
- Menu Calculations
- Nutritional values

BAR AND BEVERAGE SERVICES

- New Bar Design.
- Research of new trends
- Bar Control
- Wine knowledge
- Beverage knowledge
- Proper handling of Drinks
- Cost of Drinks.
- Bar Man training.

RESTAURANT BUSINESS CONSULTANCY

RELAUNCH AND RESTAURANT REORGANIZATION

- New standards implementation.
- Present changes and help to create a new image.
- Help with operational problems with relaunching.
- Staff training

RESTAURANT KITCHEN OPTIMIZATION

- Optimize Staffing Levels.
- Create new Procedures to help Optimising.
- Food Control
- Beverage Control
- Staffing Levels
- New Menu Design with Items to make better Profits.
- Optimize Suppliers.

RESTAURANT BUDGET OPTIMIZATION

- Help to find Items to optimize Budget.
- Check all aspects of the Operation to optimize.
- Train Staff to see optimization.
- Training in up-sales.
- Waste Control.

CULINARY ARTS CONSULTANCY

RESTAURANT TECHNOLOGY TABLEWARE SELECTION

- Create new concept with the appearance of Restaurant.
- Learn about positive results from appearance.
- Choose Tableware according to the Goals of Concept.
- The appearance of Decor and possible changes.
- Handling of Tableware.

PROFESSIONAL COOKING TECHNIQUES

- Learn about optimization of Cooking Techniques.
- Learn and implement new methods of Techniques.
- Improve tastes and quality through new Techniques.
- Create new Items for new Techniques.
- Learn about the positive results of Nutritions.

HYGIENE AND HACCP

- Train Staff to the standards of Hygiene according to Federal Law.
- Train Staff to the standard decided by ownership of the Restaurant.
- Learn about Personal Hygiene necessary in Restaurant and Hotel Business.
- Hair Grooming.
- Makeup Regulations.
- Uniform choice.

HOSPITALITY EDUCATION BUSINESS CONSULTANCY

START-UP SERVICES

Working with schools, colleges, universities, we help to develop a charter proposal, conduct a facility search and market analysis, correspond with authorities, perform community outreach, recruit students, and select qualified personnel.

SALES AND MARKETING

We provide schools with the sales strategy, and marketing research, and materials to recruit students and teachers.

HUMAN RECOURSES

We support schools by recruiting highly qualified teachers and administrators from national and international pools. We provide the handbooks, policies, forms, and human resource management protocols. We provide the temporary Manager service, temporary management of your company.



HOSPITALITY EDUCATION BUSINESS CONSULTANCY

FINANCIAL MANAGEMENT

Concept manages the schools' finances through a centralized management system. Experienced personnel handles budgets, accounts payable, accounts receivable, and all internal financials.

SCHOOL BUSINESS PLAN

We provide a business plan for the international education institutions, which includes 4 parts: academic, sales and marketing, facilities, and finance.

CURRICULUM AND SCHOOL VISITS

We provide the schools with a curriculum that is aligned to the school program, mission, and concept. We help schools with international professional accreditations. We provide the Mystery Guests visits to the schools in order to evaluate and provide feedback by using state-of-the-art technology tools.

HOSPITALITY EDUCATION BUSINESS CONSULTANCY

OPERATION MANAGEMENT

We provide the operation management services monthly for the educational institutions, Advisory Board services.

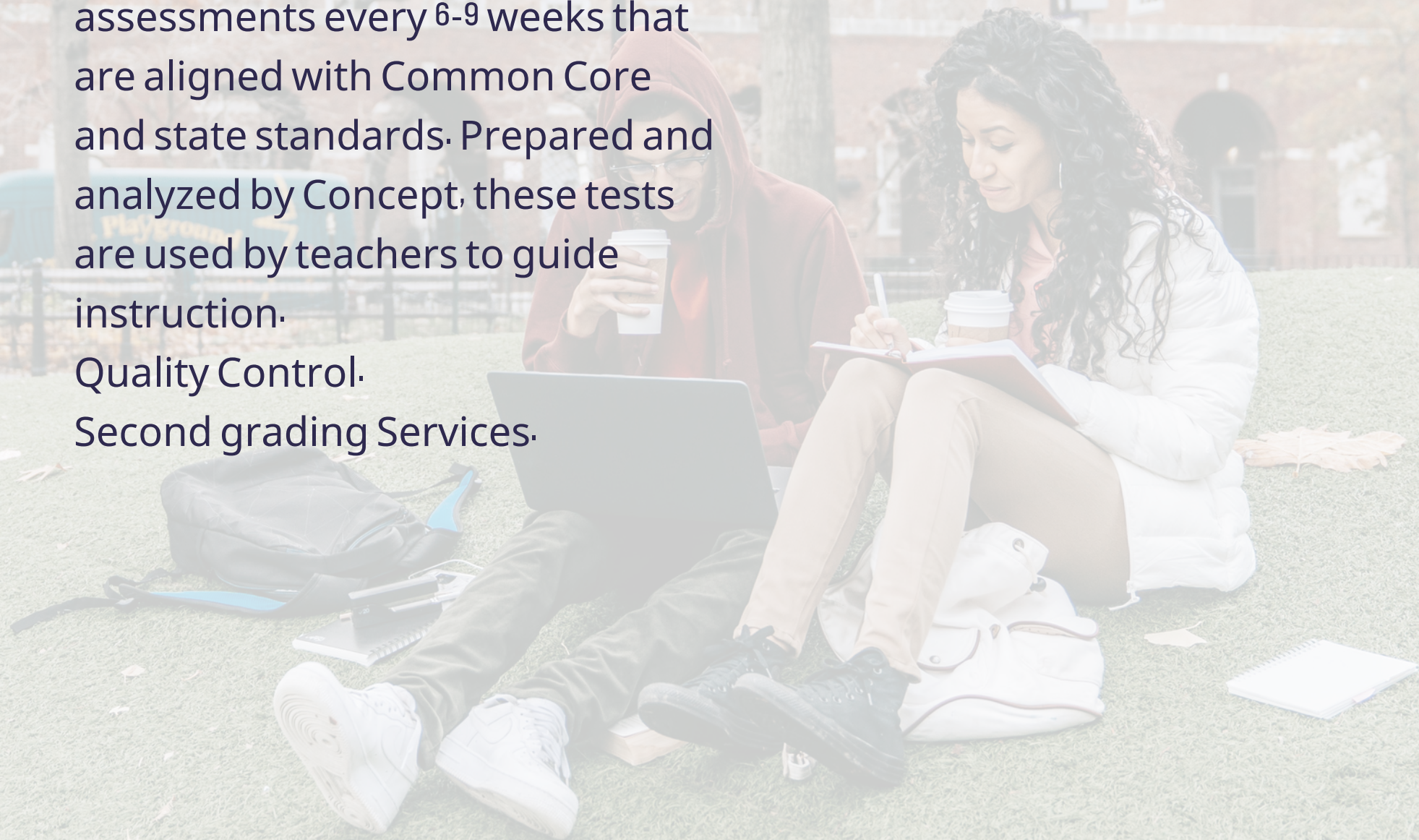
We offer as a separate service the optimization and organization of business management (production processes, sales, purchases, marketing activities, personnel management).

ASSESSMENT OF LEARNING

Students take formative assessments every 6-9 weeks that are aligned with Common Core and state standards. Prepared and analyzed by Concept, these tests are used by teachers to guide instruction.

Quality Control.

Second grading Services.



OUR TEAM



WALTER SPALTENSTEIN

FOUNDER



TASHA SOKOLOVA

CMO



IRMA DVALY

HOTELIER & F&B SPECIALIST



MAURICIO PEKKOLO

CHEF OF ITALIAN RESTAURANTS CHAIN



SARAH WEGMANN

TRAVEL & PROJECT MANAGEMENT



STEPHEN BUSH

CEO OF CRUISE SHIPS



NATALIA CHEKUROVA

T & D BUSINESS TRAINER



SERGEJ GAJDAMAKOV

**IT EXPERT SPECIALIZING IN BUSINESS
PROCESS AUTOMATION IN THE
HOSPITALITY INDUSTRY**

PARTNERS

EDUCATIONAL PARTNERS

SWISS BUSINESS SCHOOL FOR HOTEL & TOURISM MANAGEMENT EDUCATION



The Swiss Business School for Hotel & Tourism Management Education. A leading career-focused higher education institution with a 99% employment rate. Students of Swiss Alpine Center benefit from the established partnerships with hospitality industry leaders and accreditations from various academic bodies, including E.H.E. Europa Hochschule, EurAka CH.



CONTACTS

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