



How to update your operation process (SOP) ?



be ready to move forward



By consolidating your hotel international standards



By strengthening your routine procedure



To becoming a role model in the hospitality industry



Priorities :
health, safety, cleanness



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“
**Be ready
to move forward**
”



How to be compliant with safety & hygiene measures during the COVID-19 pandemic ?



How to update your operation process (SOP) ?



Why it is important to train your team ?



How to target on local and regional customers ?



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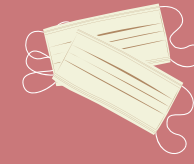
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“ **How to be compliant with safety & hygiene measures during the COVID-19 pandemic ?** ”

be ready to move forward



By welcoming your guests in a safe environment



By setting up social distancing in public areas



By improving your cleaning process (public areas, guestrooms)



By controlling your costs



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Why it is important to train your team ?



be ready to move forward



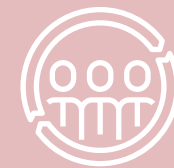
To keep a restricted but effective
team during reopening time



To empower and strengthen
the skills of your team



To ensure a long term
customer service



Priorities :
strong Human Resources
and high value service



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How to target on local and regional customers ?

be ready to move forward

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By creating new offers for cambodian market and diversifying your clientele



By setting up a new communication strategy (english & khmer) to reach Cambodians clients & residents



By communicating on the implementation of new procedures to reassure future customers



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Our team



Benedict Ravel-Rafin lives in south-east Asia since 2007 and has worked in Vietnam and Cambodia.

She has an extensive experience in the tourism industry, from organizing tailor-made incentive tours to putting forward her Marketing skills, from training multi-cultural teams to implementing new business strategies.

Florian Bohême is graduated from one of the best hospitality schools in France (Paris School of Table, Tourism and Hospitality) and has more than 10 years experience in France and more than 6 years in Cambodia.

He founded b. Consulting - Hospitality Expert in 2017. Within his journey, Florian has developed an extensive HORECA experience.

Julie Thai, cambodian and french citizen, has more than 20 years experience in restaurant management. She has been living in Phnom Penh since 2002.

Thanks to her extensive leadership skills and her comprehensive knowledge of Cambodian food & beverage market, she has supervised the opening of several restaurants.



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