

INTERVIEW WITH MILE PAVLICA, GENERAL MANAGER OF HOTEL VALAMAR KORALJ IN KRK

Valamar is a great environment for professional development and for gaining valuable experience

In March 2007, Mile Pavlica joined the Valamar team. Despite his short work history in Zlatni otok, at the end of 2007 his team was awarded with the Valamar award for Best Growth Results. In this interview we found out how he felt when receiving this award, and how he feels working in Valamar.



Hotel Koralj in Krk won the award for the best growth results in 2007 in comparison to the previous year. You have been the General Manager of Koralj since March 2007. How would you comment last year's results and what does this award mean to you?

The Valamar award is an exceptional acknowledgement not only for me, but for the whole hotel team and also for Zlatni otok.

This award is the result of great work efforts of every employee in our hotel and of a very good cooperation within the whole Valamar Group.

I would like to use this opportunity to emphasize the superior quality of communication with every colleague in the Valamar team and their great contribution in this tremendous achievement.

One of the explanations why Hotel Koralj has won this award lies in the improvement of employee satisfaction with the corporate climate and culture as opposed to 2006.

Would it be right to say that a big part of this success is also your personal success?

For achieving this kind of a result in corporate climate and culture I have to primarily thank my employees because they are the ones who accepted me as a part of their team in this short period of time. A high level of satisfaction within our working environment is an essential prerequisite for achieving other business objectives. Meaning that guest satisfaction is a crucial moment in creating a highly recognized and quality tourism brand. By nurturing good relationships among co-workers in Hotel Valamar Koralj, we are trying to ease our employee's everyday work.

Hotel Koralj is entering the season 2008 under a Valamar brand, changing the name to Valamar Koralj. The hotel has been completely renovated, with a new outdoor pool and a special romantic touch. What are your business expectations after this large investment?

Regular investments are essential for achieving a new quality level and they are also a reflection of guests' needs and wishes. The outdoor pool is our biggest investment which will fit perfectly in the hotel's romantic atmosphere. Our expectations are high, but our guests' expectations will definitely be higher than ever. In order to fulfill them we have to invest in our personnel, not only in our facilities. Therefore, in cooperation with the Valamar Human Resources Department, we have prepared a number of educational courses, so that our employees' knowledge and skills will be advanced to a much higher level.

At the end, would you be so kind to tell us something about yourself and your professional growth. You came to Krk from Novi Vinodolski. How did you get used to this environment?

It is great to work in Zlatni otok, and I would like to use this opportunity to thank my colleagues for their warm acceptance. I will certainly continue trying to justify the trust I received in achieving the goals that have been put in front of me. I think the Valamar Group is a perfect environment for people who want to continue with their education and who want to advance their existing experience, which was one of the reasons I joined the Valamar Group.