

DAVID POROPAT, DIRECTOR OF OPERATIONS IN VALAMAR

Good results are the outcome of a synchronized team

David Poropat, Director of Operations for Valamar Group and the Executive Director of Operations for Poreč, is this year's winner of Valamar's award for exceptional achievements. Mr. Poropat received this award for the following reasons: outstanding improvements in the results of Poreč, stabilization of operation's performance, and implementation of corporate standards of the Valamar Group.



You were awarded one of the five Valamar awards for excellence in the year 2005. What was your reaction?

First of all, this is a great acknowledgement from the owner for results achieved by my whole team in the areas of increasing quality levels and standardizing products and services within the Group, as well as for the realization of the significantly larger operative revenue in comparison to all of the other companies and destinations managed by Valamar. Of course, I would not have received this award if it was not for my team, starting with the F&B department – Stanko Velenik, Anikca Barolin, and Đani Orihovac, whose improvements in quality and changes in cost management are visible on a daily basis, then Miro Trippar – Rooms Division Manager and Guest Relation Manager, Oliver Brajković and Dean Griparić – Quality Managers, who raised the level of professionalism within the team, and our youngest member Ugo Klingor – Animation Manager, whose great potential was noticed and appreciated during his first year. Moreover, I have to mention my colleagues from other destinations – Željko Jurcan and Darko Grbac, whose achieved results in their own destinations contributed to a great extent to this award, and last but not least our supervisor Peter Fuchs - without his support and belief in us none of this would be possible.

What are the characteristics of your working methods? What is most important in your work?

The key attributes of my personal methods of work are: professionalism, intense working hours, as well as recognition and development of my colleagues. The most important in my line of work are: team work, expertise, transparent and fair relationship with my co-workers, professionalism, enthusiasm, recognizable personality, strong character and optimism.

In your opinion, what basic qualities should every professional working in tourism have? What type of employees do you respect?

Considering the features of our industry, basic qualities of every professional working in tourism should come from the employee's personality and character. In my personal opinion, tourism professionals should have the following attributes: hospitable approach, professional manners, communication skills, devotion to work, constant improvement of required skills and knowledge, willingness to adapt to changes, good collaboration with co-workers, and enthusiasm that encourages optimism and a cheerful working atmosphere.

Operations are focused on guests, and therefore are the first to realize changes in trends of guest requests and expectations. What do guests appreciate and value during their stay in our properties?

Guest expectations are rising throughout the years, meaning that they want quality products and services for the same or even lower prices. When talking about specific guest requests, we can say that nowadays our guests want more unique Croatian-Mediterranean offers in our properties, including F&B, uniforms, interior, exterior, horticulture, entertainment, animation, and the service itself that has been perceived as warm and hospitable, which is our competitive advantage according to results received from various inquiries and mystery guests. Nevertheless, even greater emphasis will be given the guests. Moreover, we try to be up to date with current trends in our industry in some segments of guest relations. This is noticeable in some practices we already implemented, such as the fact that the directors of our hotels receive weekly survey results on Mondays of the following week. Therefore, the directors plan their activities based on these results and address every advice and observation made by guests, and attempt to prevent the same things from happening again.