

Employees in focus

INTERVIEW WITH ESTER MILETIĆ, WAITRESS AT THE RABAC HOTEL „VALAMAR SANFIOR“ AND THE BEST EMPLOYEE IN THE VALAMAR HOTEL GROUP IN 2007.

Regular guests appreciate when we recognize their wishes

In this special Christmas issue we are presenting our colleague, Ms. Ester Miletić, who won the 2007 Award as the Best Employee in our hotel group. Ester was born in Labin (Istria). Her occupation is „qualified waitress“ and she has twenty years of work experience. Her colleagues said that her bright and smiling face, as well as her kindness and pleasant manners, attract the attention of hotel guests, for whom she is always available. At her work place the Valamar Sanfior lobby bar, she maintains a positive working atmosphere, supports and develops team work, and achieves extraordinary results.



Ester also received compliments from Željko Jurcan, Operations Manager in Rabac, for the acknowledgement

First of all, congratulations on behalf of the whole Valamar Group for the deserved acknowledgement. What does this acknowledgement mean to you?

I am pleasantly surprised, all the more so because I did not expect the award at all. I am happy and extremely pleased that my work has been recognized not only among guests, but also among my colleagues and associates. This acknowledgement means a lot to me indeed. It is the recognition of my previous work. I will do my best to remain the same person and to continue working with dedication as I have done until now. I also wish to thank to my colleagues in the Valamar Hotels Group for the recognition of my work and efforts.

In the surveys conducted among our guests, you are always exceptionally praised. In your opinion, what is most important in the relationship between staff and hotel guest in order to make the guest feel in the hotel as if he were in his own home?

Guests in the Valamar Sanfior Hotel really feel as if they were at home. I can testify to this. For a guest to feel at home in the hotel, it is important to receive him pleasantly, to welcome him, to be always at his service and, most of all, as the Valamar Sanfior has many guests who often return, it is important to recognize a regular guest and to know his wishes. For instance, some regular guests always have the same drink. We know how to recognize this in advance and our guests appreciate this.

Tell us something about you and your family. How do you harmonize your professional and family obligations, considering the well-known pace of hotel work, especially during the season?

I am married and the mother of two children - our thirteen year old son Endi and seven year old daughter, Elena. I have great support from my husband, Eri, and from our parents, who are always available. With their help, I have time to spend with my family, to go the beach and sometimes even for a walk. I must point out that team work prevails at home just like at work. Given the well-known pace of hotel work, particularly during the season, I organize my private life as much as possible according to my professional obligations. After the seasonal closure of the hotel, I try to compensate for the time I could not spend with my family during the season.

And finally, what would be your message to all the employees of our group?

To all the employees of our group, I wish a Merry Christmas and a Happy New Year 2008. May the New Year be even more successful for them in all areas, and I wish them fun during the forthcoming holidays. My message to them is that, in addition to their work and family obligations, they should always try to find some time for socialising as well. I would also like to congratulate my colleagues for the acknowledgements that they have received.