

Employees in focus

INTERVIEW WITH JOHN DANIČIĆ, FRONT OFFICE MANAGER OF HOTEL VALAMAR DUBROVNIK PRESIDENT

Guests are elated with the location, view and gastro offer of the hotel

John is perceived to be a real professional, quick and efficient, always smiling and friendly, well-liked amongst colleagues and guests always praise him in the questionnaires.



Please introduce yourself in a few sentences.

I was born in Canada from where my parents returned to Dubrovnik. I graduated from the Economic High School in Dubrovnik and continued to successfully finish my University degree in Management in a tourism destination.

You became the Front Office Manager of one of the best hotels in our group at a relatively young age. Briefly describe your career in Valamar. Are your expectations fulfilled?

In 2001, I started working in Valamar Dubrovnik President as a porter and after three years I was promoted to receptionist and as of 2007 I've been working as the Front Office Manager. My expectations are fulfilled because I'm working at a job that I love, the working environment is positive and healthy. I would like to take this opportunity to express my gratitude to the hotel General Manager, Mr. Sabljčić for supporting and believing in me as well as my colleagues at the Front Office for assistance and support because as a 26 year old I was chosen for carrying out such a responsible job.

Your hotel was branded last year. What changes were implemented as a result of this?

Valamar Dubrovnik President has been satisfying the conditions of Valamar branded hotels for quite some time. Hence, excellent location next to the sea, high level of service quality and guest relations, comfortable and renovated rooms with cooling / heating, Valamar concept of hotel restaurants with an enticing buffet and show cooking, theme nights, etc. so nothing has really changed in the branding process with the hotel.

What is the occupancy rate of the hotel, which type of guests are the majority, what do guests most like about the hotel?

The occupancy in May is very good; we are very content to have a large number of congresses and caterings. The majority of our guests are from Great Britain, Germany and France, but also from other countries around the world.

Guests are elated with the location of the hotel, gastro offer especially breakfast, which has received the Best Breakfast in Croatia award twice in the past three years. In addition, the guests frequently praise the hotel employees because they feel like their part of a family.

What does your typical day look like?

My work day starts every morning at around 6:20am. First I check all the arrivals for the day before and inform sales about no shows. After that I prepare and send guest and accommodation data to the Police and the Tourism Association of Dubrovnik. Subsequently I check my e-mails, prepare for the daily management briefing with the hotel General Manager and my colleagues.

My job responsibilities include communicating daily with guests, performing reception duties, controlling internal standards and procedure implementation, and checking payments and guest check-out. I return to the hotel in the evening to spend more time with the guests and to listen to their impressions about their visit and the hotel.

And, finally, please share some personal information with us so that we can get to know you better.

As I've already mentioned, I returned from Canada to Dubrovnik when I was three years old, have been living in Dubrovnik since. I'm happily married. In my free time I recreationally play soccer and enjoy photography.