

PERSONAL INFORMATION



PETAKOVIĆ EMA

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WORK EXPERIENCE

February 2019. – present Assistant at the department for Quality and Controlling

University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija (Croatia)

Courses:

Undergraduate University Study: Business Economics in Tourism and Hospitality and Management of Sustainable Development

- Quality Management (2nd year of study; 3 ECTS)
- Quality Management in Tourism (2nd year of study; 3 ECTS)
- Quality Management in the Hospitality Industry (2nd year of study; 3 ECTS)
- Integrated management systems (4th year of study; 3 ECTS)

Graduate University Study: Tourism Management, Hotel Management, Tourism Marketing

- Quality system models (1st year of study; 3 ECTS)

Course activities:

- Holding seminars, exercises, and other activities
- Monitoring of students during written exams
- Planning and realization of direct work with students
- Review and correction of written assignments

Other activities:

- Member of the Committee for Quality Assurance and Improvement at Faculty of Management in Tourism and Hospitality
- Member of the team for implementation and improvement of the quality management system in accordance with the requirements of the standard ISO 9001: 2015 (ISO administrator) at Faculty of Management in Tourism and Hospitality
- Erasmus Coordinator

September 2017. – Library work

December 2018. University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija (Croatia)

- Working with students and teaching staff
- Borrowing books and journals
- Conducting workshops with the aim of informing students about different ways of searching databases and other scientific portals
- Assistance to undergraduate, graduate, and doctoral students in finding relevant literature for seminars, final and graduate theses

March 2016. – June 2016. **Fulfillment of practical training within the program of the Faculty of Management in Tourism and Hospitality**
Hotel Milenij, 5*, Opatija (Croatia)
Hostel Link, Lovran (Croatia)

2014. - 2017. **Seasonal jobs**
MAC-SPOT Suveniri, Opatija (Croatia)
Vedra, Matulji (Croatia)
Sportski centar "Damar", Matulji (Croatia)

2008.-2012. **Practical training during high school education**
Opatija Tourist Board, Opatija (Hrvatska)
Remisens Hotel Palace Bellevue 4*, Opatija (Hrvatska)

OBRAZOVANJE

November 2019 - present **Postgraduate university doctoral study - in progress**
Sustainable development management
University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija

October 2019. **Erasmus + staff training mobility**
University of Nicosia, Cyprus
Department Hospitality Tourism and Sports Management
Participation in courses:

- Special Topics in Tourism & Hospitality
- Introduction to tourism

September 2016. – September 2018. **Master of Economics**
University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija
Graduate university study - Marketing in tourism

July 2012.- September 2016. **Bachelor of Economics**
University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija
Undergraduate university study - Management in hospitality industry

February 2017. – June 2017. **Erasmus + student mobility**
Gdansk University, Faculty of Economics (Poland)
Education at graduate study level within the contract between the University of Rijeka and the University of Gdansk

- Writing a thesis, supervizor prof. Dorota Simpson

September 2014.–January 2015. **Erasmus + student mobility**
Turiba University, Riga (Latvia)
Education at undergraduate study level within the contract between the University of Rijeka and the Turiba University

OSPOSOBLJAVANJE

- January 2021.** **Workshop: Teaching process in higher education: Constructive connection of learning outcomes with other elements of the teaching process**
University of Rijeka, Faculty of Humanities and Social Sciences
- December 2020.** **Mentoring workshop: New challenges of mentoring doctoral students**
Doctoral School, University of Rijeka
- September 2020.** **Workshop: Designing and Doing your Research: Primary Research Design and Delivery in the Field**
University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija
Prof. Peter Mason
- September 2020.** **Workshop: Online written exam - application of a hybrid teaching model**
University of Rijeka and the Faculty of Organization and Informatics
- July 2020.** **Workshop: Designing e-course for the implementation of hybrid teaching**
University of Rijeka and the Faculty of Organization and Informatics
- July 2020.** **Workshop: Placemaking Shaping Destination: Participatory Approach of Design Thinking (Scientific research methodology in tourism)**
University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija
- October 2019.** **Mentoring workshop: New challenges of mentoring doctoral students**
Doctoral School, University of Rijeka
- July 2019.** **Workshop: Introduction to SEM-PLS modeling**
University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija
Izv. prof. dr. sc. Josip Mikulić
- February 2019.** **Workshop: Statistical methods in research work**
University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija
prof. dr. sc. Jasna Horvat, Izv. prof. dr. sc. Josipa Mijoč

OSOBNJE VJEŠTINE

Mother tongue Croatian

Other language

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken production	
English	C2	C2	C2	C2	C1
Italian	B1	B1	B1	A2	A2

Communication skills Excellent verbal, nonverbal and written communication skills developed during studies, working relationships and practical classes.

Computer skills Microsoft Office™ tools (Word, Excel, PowerPoint, Teams)
Adobe Connect, Microsoft Teams

PROJECTS

- 2019 – 2021. Focus on Quality in Household Accommodation - Guest Perspective,**
Scientific-research project (ZIP UNIRI)
Project leader: Ana-Marija Vrtodušić Hrgović
Function: member of the research team
- 2019. Implementation Analysis of the Kvarner Family Project**
Professional project
Client: Primorje-Gorski Kotar County
Executor: University of Rijeka, Faculty Tourism and Hospitality Management
Function: member of the research team
- 2018. Academy for Young Journalists**
FIJET - World Federation of Travel Journalists and Writers
Izmir, Turkey
- 2018. Art of recycling**
Erasmus + project
Izmit, Turkey
- 2014. PR4NGO - how to disseminate results of non - profit initiatives**
Erasmus + project
Wrocław, Poland
Creating a useful manual for the promotion of non-governmental organizations with ways for efficient and effective promotion: Kolaković, A. et. al. (2015)
„PR4NGO: Tips & Tricks“, *UNESCO Initiative Centre, Wrocław*
http://unescocentre.pl/en/wp-content/uploads/2015/09/PR4NGO_Tips_Tricks_interattivo.pdf
- Publications** Vrtodušić Hrgović, A.M., Petaković, E., Qualitative and Quantitative Aspects of Tourist Accommodation in Households, Conference Proceedings: Interdisciplinary management research XVI /Barković,Dražen et. Al. (ur.), Josip Juraj Strossmayer University of Osijek, Faculty of Economics in Osijek, Croatia, Postgraduate doctoral Study Program in Management, Hochschule Pforzheim University, Germany, Croatian Academy of Sciences and Arts, Opatija 2020. pp. 765 – 784.
- Vrtodušić Hrgović, A.M., Martinić, M., Petaković, E., Ugostiteljska ponuda kao element kvalitete destinacije – primjer Osječko-baranjske županije, 21. Međunarodni simpozij o kvaliteti Kvaliteta - jučer, danas, sutra / Drljača, Miroslav (ur.), Crikvenica, 18. – 20. ožujka, Hrvatsko društvo menadžera kvalitete, Zagreb, 2020., p.p. 439-449.