

## PERSONAL INFORMATION

## Ines Milohnić



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📄 [https://scholar.google.hr/citations?user=T\\_kBMuQAAAAJ&hl=hr&oi=ao](https://scholar.google.hr/citations?user=T_kBMuQAAAAJ&hl=hr&oi=ao)

<https://www.bib.irb.hr/pretraga?operators=and|Milohni%C4%87,%20Ines%20%2831333%29|text|profile>

ID number of scientist: 233681

## WORK EXPERIENCE

2018 - today

**Full Professor**

University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija

2017 - today

**Member of the Expert Council for Financial Operations and Cooperation with the Economy, University of Rijeka**

University of Rijeka

2017 - 2020

**Vice Dean for Business Relations**

University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija

2014 - 2017

**Dean Assistant for Business Education and Separate Centers**

University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija

1998 - 2018

**Assistant, Assistant Professor, Associate Professor**

University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija

Activity: Higher education

### TEACHING ACTIVITIES

Undergraduate Study (FMTU):

- Management
- Entrepreneurial Management and Innovation
- Public Relations and Protocol
- Small and medium enterprises management

University Graduate Study (FMTU):

- Event management

Professional study (FMTU):

- Basics of Management
- Public and Relations
- Event Management in Tourism and Hospitality

Postgraduate Specialist Study "Tourism and Hospitality Management" (FMTU):

- Management of small family hotels
- Event management in tourism
- Public Relations in Tourism and Hospitality

Postgraduate University Doctoral Study "Sustainable Development Management" (FMTU):

- Entrepreneurial management of sustainable development

In the academic year 2008/2009. and 2009/2010, a professor at the "Fundamentals of Entrepreneurship in Tourism" course at the Interdisciplinary Study "Culture and Tourism", University of Pula.

From the academic year 2012/2013. - today visiting professor at the University of Mostar, Faculty of Natural Sciences, Mathematics and Education.

In cooperation with the Vienna University of Economics, Vienna, the Wirtschaftsuniversität, Wien, participates as a lecturer at the International Summer School "Alpe Adria 2011" for 3 weeks (theme: Hotel Industry on Croatian coast).

Courses in lifelong learning programs: Ethics in hotel management in the program "Hotel hostess" (2014/2015) and the course Event Management in the program "Management of camping resorts (2016/2017 - today).

### SCIENTIFIC ACTIVITY

She has published more than 80 scientific papers. She has participated in numerous conferences in Croatia and abroad, thematically related to tourism and hospitality. Participated in invited lectures at international scientific conferences

As an active researcher she worked on 4 scientific-research projects. The most important area of scientific interest: entrepreneurial management in tourism and hospitality, small and medium-sized enterprise management and tourism event management.

She reviewed over 100 scientific papers (international journals, papers, books).

### PROFESSIONAL ACTIVITY

She has been involved as a leader, executive manager, or associate in developing a number of professional projects, where theoretical knowledge and scientific knowledge are successfully implemented in practice. She also has experience in working on projects funded by the EU program.

As a plenary lecturer she has participated in a number of professional conferences. She is a member of the "Institute for Small Business and Entrepreneurship", Wetherby, United Kingdom.

1994–1998 **Senior inspector in the department for external monitoring**

The Republic of Croatia, Tax Administration Branch Rijeka, Rijeka (Croatia)

Activity: Finances

- 1992–1994 **Controller, inspector, auditor**  
State Bureau for Payment Operations Branch Rijeka, Rijeka (Croatia)  
*Activity:* Finances
  
- 1990–1992 **Planner- analyst**  
Hoteli Omišalj, Omišalj, Krk (Croatia)  
*Activity:* Hospitality

**EDUCATION**

- 2006 **PhD**  
Faculty of Tourism and Hospitality Management, Part Time Doctoral Program// PhD, Opatija (Croatia)
- 2002 **MA**  
Faculty for Tourism and Hospitality Management, Postgraduate Study: Quality Management in Tourism and Hotel Industry, Opatija (Croatia)
- 1990 **Bachelor of Economics (Tourism and Hospitality)**  
Faculty for Tourism and Hospitality Management, Opatija (Croatia)

**PERSONAL SKILLS**

**Mother tongue(s)** Croatian

| Other language(s) | UNDERSTANDING |         | SPEAKING           |                   | WRITING |
|-------------------|---------------|---------|--------------------|-------------------|---------|
|                   | Listening     | Reading | Spoken interaction | Spoken production |         |
| English           | C1            | C1      | C1                 | B2                | B2      |
| German            | B1            | B1      | B1                 | A2                | A1      |
| Italian           | B1            | B1      | B1                 | A2                | A1      |

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages

- Social skills** Ability to adapt and act gained through many years of experience in hotel-tourism and financial practice as well as experience in the scientific-teaching process at higher education institutions.
- Communication skills** Excellent communication skills, eloquence, ability to think systematically
  
- Organizational / managerial skills** High level of organizational skills, teamwork ability, strategic thinking, goal orientation, management
- Technical skills** Skills of work on a personal computer
  
- Other skills** The ability of systematic thinking, eloquence
  
- Driving licence** Yes (B)

## SELF-ASSESSMENT

| Information processing | Communication    | Content creation | Safety     | Problem solving |
|------------------------|------------------|------------------|------------|-----------------|
| Basic user             | Experienced user | Experienced user | Basic user | Basic user      |

## ADDITIONAL INFORMATION

## TRAINING

- 2019 **Application of teaching methods and evaluation methods in line with learning outcomes**  
Faculty of Tourism and Hospitality Management, Opatija
- 2019 **Supporting Entrepreneurship and Innovation in Higher Education in Croatia**  
OECD/EU & University of Zagreb
- 2019 **Case Method: Why you should use cases in classroom?**  
Faculty of Tourism and Hospitality Management, Opatija
- 2018 **Designing the experience to a quality of the destination tourist offer**  
University of Rijeka, STEPRI
- 2016 **Creating e-courses in Moodle system**  
Faculty of Tourism and Hospitality Management, Opatija and CARNet (Hrvatska)
- 2016 **CESIM OnService - Simulacija upravljanja malim i uslužnim poduzećima**  
Educational group Zrinski, Zagreb (Croatia)
- 2015 **Thematic University - Business Forum: Developing Talents for Innovation-based economies**  
European Commission, Lithuanian Ministry of Education and Science, the Lithuanian Rectors' Conference, Lithuanian Confederation of Industrialists, Vilnius, Lithuania
- 2015 **EU conference "Fostering SMEs growth through digital transformation"**  
Croatian Chamber of Economy, Zagreb (Croatia)
- 2013 **Coach for Business Simulations- CeSim**  
Educational group Zrinski, Zagreb (Croatia)
- 2012 **EU funds in tourism**  
Mapa znanja Zagreb, Zagreb (Croatia)
- 2011 **IBM SPSS Statistic- SPSS 19**  
VALICON, Zagreb (Rijeka)
- 2011 **Tourism in Hospitality Management**  
Manchester Metropolitan University & Faculty of Tourism and Hospitality Management, Opatija
- 2011 **Management - Management and Organization Entrepreneurship in Tourism and Hospitality (Erasmus Scholarship)**  
Budapest Business School, Faculty of Commerce, Catering and Tourism, Budapest (Hungary)
- 2000 **Management- Project Management (CEEPUS scholarship)**  
Faculty of Economics and Business, Maribor (Slovenia)

PARTICIPATION IN PROJECTS

SCIENTIFIC PROJECTS

- JAVNO PRIVATNO PARTNERSTVO U RAZVOJU TURISTIČKE DESTINACIJE (2003 – 2006)
- MODELI KVALITETE I JAVNO - PRIVATNO PARTNERSTVO U TURIZMU HRVATSKE (2007 – 2013)
- GLAMPING – ČIMBENIK KVALITETE KAMPOVA (2017. - ), project manager
- QUALITY IN FAMILY ACCOMMODATION - GUEST PERSPECTIVE, (2019 -), Associate - Researcher

PROFESIONAL PROJECTS

- "Usluge monitoringa projekta Kvarner Family-2016" (2016)
- "Strateški plan razvoja turizma Kvarnera sa strateškim i operativnim marketing planom 2016 – 2020.", (2016)
- "Strategija razvoja turizma Grada Koprivnice i okolice do 2025. godine", (2016)
- "Strategija razvoja turizma općine Pašman", (2016)
- "Usluge monitoringa projekta Kvarner Family", (2015)
- "Strategija razvoja turizma općine Raša", (2013)
- "Kvarner Family - benchmarking i daljnji razvoj standarda", (2012)
- "Programski sadržaj izgradnje sportsko-rekreacijsko-komercijalne zone Ika i turističke zone Ičići – Triestina", (2011)
- "1000 hrvatskih plaža", (2010)
- "Strategija razvoja autokampova Lošinjska plovidba - Turizam", (2010)
- "Kvarner Family" (2009)
- "Akcijski plan razvoja turizma općine Kostrena", (2009)
- "Analiza stanja privatnog smještaja u Primorsko-goranskoj županiji", (2008)
- "Etno kuća Brankovići - Novi oblici valorizacije ruralnih resursa općine Kršan", (2007)
- "Istraživanje potencijala prodaje u kanalu HoReCa", (2005)
- "Glavni plan razvoja turizma Primorsko-goranske županije" (2005)

EU PROJECTS

- IPA projekt HINT LAB, Poticanje poduzetništva u turizmu ruralnih područja (2014-2015), executive project manager

SOCIAL ENGAGEMENT

Invited lectures

- 27.1.2020. [Characteristics and perspectives of family accommodation](#)
- 22.1.2020. Primorje-Gorski Kotar County, Administrative Department for Tourism, Entrepreneurship and Rural Development
- 11.5.2019. [4th regional forum of family accommodation PGŽ](#)  
Croatian Chamber of economy, Rijeka County Chamber
- 27.11.2018. [Characteristics and perspectives of family accommodation](#)
- 4.12.2018. Opatija Tourist Bord
- 28.3.2019. [Open days of studies in Tourism and Environmental Protection](#)  
University of Mostar, FPMOZ
- 26.5.2018. [Improving the offer of family accommodation](#)  
City of Vukovar
- 21.4.2018. [Entrepreneurship in Tourism](#)  
Faculty of Tourism and Hospitality Mangement, Opatija and City of Vukovar
- 19.10.2017. [Scholarship and Higher Education Fair](#)  
University of Rijeka

- 22.10.2015. **Prospects for the development of continental tourism in Krapina-Zagorje County**  
Faculty of Tourism and Hospitality Management, Opatija and Krapina – Zagorje County
- 9.6.2015. **Sustainable development of rural areas**  
Faculty of Tourism and Hospitality Management, Opatija and Primorje – Gorski Kotar County
- 8.2.2015. **Forum of the Community of family tourism CCE**  
The community of family tourism, CCE Pula

## Editorials

### Editorial board of scientific journals

- Tourism and Hospitality Management, Faculty of Tourism and Hospitality Management Opatija
- African Journal of Hospitality, Tourism and Leisure, Department of Higher Education and Training, South Africa

### Editorial of other publications

- Manual for FTHM students, Faculty of Tourism and Hospitality Management, Opatija
- Newsletter of FTHM, Faculty of Tourism and Hospitality Management, Opatija

### Editorial in Conference Committees

- a member of several editorial / program and organizational boards of scientific and professional conferences