

## PERSONAL INFORMATION

## Vlado Galičić



 Braće Bačića 11, 51 000 Rijeka (Croatia)

 051/294 -690  091/790 9091

 vladog@fthm.hr

## POSITION

## Full Professor

## WORK EXPERIENCE

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- |                       |   |
|-----------------------|---|
| 28/02/2013–Present    | <b>Full Professor</b><br>Faculty of Tourism and Hospitality Management Opatija, Opatija   |
| 28/02/2008–28/02/2013 | <b>Associate Professor</b><br>Faculty of Tourism and Hospitality Management Opatija, Opatija  |
| 10/03/2003–28/02/2008 | <b>Assistant Professor</b><br>Faculty of Tourism and Hospitality Management Opatija, Opatija  |
| 17/06/2002–10/03/2003 | <b>Senior Assistant</b><br>Faculty of Tourism and Hospitality Management Opatija, Opatija   |
| 15/12/1995–17/06/2002 | <b>Assistant</b><br>Faculty of Tourism and Hospitality Management Opatija, Opatija  |
| 01/04/1998–31/03/2003 | <b>Executive Director of the Croatian Association of Hoteliers and Restaurateurs</b><br>Croatian Association of Hoteliers and Restaurateurs |
| 01/04/1996–31/03/1998 | <b>Human Resource Director</b><br>Liburnia Riviera Hotels, Opatija  |
| 01/04/1989–31/10/1991 | <b>Computer Information Systems Instructor</b><br>Liburnia Riviera Hotels (IT SECTOR), Opatija  |
| 01/05/1987–31/03/1989 | <b>Chief Information Officer</b><br>Liburnia Riviera Hotels, Opatija  |
| 01/01/1986–30/04/1987 | <b>Internal Auditor (Internal Control Inspector)</b><br>OOUR "Kristal" (RO "Hotelijerstvo" Opatija)   |

14/05/1984–31/12/1985 **Receptionist, Cashier, French System Cashier, Night porter, Accounting Officer**  
Hotel "Astoria", Hotel "Residenz", Hotel "Admiral", Restoran Villa "Ariston"

## EDUCATION AND TRAINING

01/10/1974–30/06/1978 **Hotel and Tourist Technician**  
Hotel and Tourism School Opatija

01/10/1978–14/05/1984 **Graduate in economics (hotel management)**  
Faculty of Hotel Management Opatija

01/10/1992–15/11/1995 **Master of Science**  
Faculty of Hotel Management Opatija

01/10/1999–08/11/2002 **Doctor of Science Ph.D.**  
Faculty of Tourism and Hospitality Management Opatija

## PERSONAL SKILLS

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Independent user	Proficient user	Proficient user

Digital competences - Self-assessment grid

## ADDITIONAL INFORMATION

Seminars

SEMINAR ORGANIZER FOR:

### 1. CROATIAN HOTEL MANAGERS:

- «HOTEL MANAGER 2006» (Hotel «Admiral», Opatija, 16th-17th March 2006)
- «HOTEL MANAGER 2007» (Hotel «Excelsior», Lovran, 15th-16th March 2007)
- «HOTEL MANAGER 2008» (Hotel «Ambasador», Opatija, 7th-8th May 2008)
- «HOTEL MANAGER 2010» (Hotel «Ambasador», Opatija, 6th-8th May 2010)
- «HOTEL MANAGER 2011» (Hotel «Admiral», Opatija, 14th-15th April 2011)
- «MENADŽER HOTELA 2012» (Hotel «Ambasador», Opatija; 3rd-5th May 2012)
- „HOTEL MANAGER 2013" (Hotel „Admiral", Opatija; 14th-15th March 2013)

### 2. SERVICE PROVIDERS IN HOSPITALITY INDUSTRY:

- SATISFIED GUESTS IN OPATIJA» in cooperation with city Opatija, Tourist Board Opatija and Artisan Association Opatija (Opatija, hotel «Palace», 27th- 28th May 2010)
- SATISFIED GUESTS IN OPATIJA» in cooperation with city Opatija, Tourist Board Opatija and Artisan Association Opatija (Opatija, hotel «Ambasador», 17th-18th February 2011)
- SATISFIED GUESTS IN OPATIJA» in cooperation with city Opatija, Tourist Board Opatija and

Artisan Association Opatija, (Opatija, hotel «Ambasador», 23rd - 24th February 2012)

#### PUBLISHED BOOKS

- **RJEČNIK UGOSTITELJSKO-TURISTIČKIH POJMOVA**, UDK: 64.024 (075.8) (038); 338.48 (075.8) (038), vlastito izdanje, Rijeka, 2.136 natuknica, 275 stranica, ili 17 a.a.
- **ORGANIZACIJA I KATEGORIZACIJA UGOSTITELJSKIH OBJEKATA**, Sveučilišni udžbenik, UDK: 640.4; ISBN 953-6198-50-9. Izdavač: Sveučilište u Rijeci, Fakultet za turistički i hotelski menadžment u Opatiji. Obim udžbenika 259 stranica ili 16 a.a.
- **HOTELSKA PRODAJA I RECEPCIJSKO POSLOVANJE**, Sveučilišni udžbenik, 640.4; ISBN 953-6198-51-7. Izdavač: Sveučilište u Rijeci, Fakultet za turistički i hotelski menadžment u Opatiji. Obim udžbenika 380 stranica ili 24 a.a.
- **MENADŽMENT HOTELSKOG DOMAĆINSTVA**, UDK: 640.4:65.012.4; 65.012.4:640.4; ISBN: 953-6198-54-1, Izdavač: Sveučilište u Rijeci, Fakultet za turistički i hotelski menadžment u Opatiji. Obim knjige: 448 ili 28 a.a.
- **INFORMACIJSKI SUSTAVI I ELEKTRONIČKO POSLOVANJE U TURIZMU I HOTELIJERSTVU**, Sveučilišni udžbenik, UDK:338.48:007; 640.4:007; ISBN 953-6198-57-6. Izdavač Sveučilište u Rijeci, Fakultet za turistički i hotelski menadžment u Opatiji. Obim udžbenika 478 stranica ili 30 a.a.
- **MENADŽMENT ZADOVOLJSTVA GOSTA**, Sveučilište u Rijeci, Fakultet za menadžment u turizmu i ugostiteljstvu Opatija (Sveučilišni udžbenik; UDK: 338.48; ISBN 978-953-6198-58-0).
- **IZMEĐU UGOSTITELJSTVA I TURIZMA**, Fakultet za menadžment u turizmu i ugostiteljstvu Opatija, UDK: 338.48:640.4; ISBN 978-953-6198-69-6.
- **PUTEVI DO ZADOVOLJNOGA GOSTA**, Fakultet za menadžment u turizmu i ugostiteljstvu Opatija, UDK 338.48:640.4>(035); ISBN 978-953-7842-00-0.
- **UVOD U UGOSTITELJSTVO**, Sveučilište u Rijeci, Fakultet za menadžment u turizmu i ugostiteljstvu Opatija (Sveučilišni udžbenik; UDK: 640.4 (075.8); ISBN 978-953-7842-07-9.
- **LEKSIKON UGOSTITELJSTVA I TURIZMA**, Fakultet za menadžment u turizmu i ugostiteljstvu Opatija, Opatija, 2014., UDK 640.4(03) 338.48(03); ISBN 978-953-7842-21-5.
- **PRINCIPI I PRAKSA TURIZMA I HOTELIJERSTVA**, Sveučilište u Rijeci, Fakultet za menadžment u turizmu i ugostiteljstvu Opatija (e-knjiga)

#### INVITED LECTURES

##### ABROAD:

- SWEDEN (**UMEÅ**) School of Business and Economics, School of Culinary Arts. Topic: "Information system for Restaurant Business", 3rd - 5th June 2004, lectures for students on second year of High School for Gastronomy.
- MACEDONIA (**OHRID**) hotel "Metropol" and Hotel "Bellevue", 25th April 2004, Topics: Contemporary Hospitality Trends" and "Organization of The Front Office and Selling Department"
- MACEDONIA (**BITOLA, PELISTER**) hotel "Molika", 18th June 2004. Topics: Contemporary Hospitality Trends" and "Organization of The Front Office and Selling Department"
- MACEDONIA (**KIČEVO**) MOTEL "LOVAC", 19th June 2004. Topics: Contemporary Hospitality Trends" and "Organization of The Front Office and Selling Department"
- MACEDONIA (**OHRID**), hotel "Millenium Palace", 20th June 2004. Topics: Contemporary Hospitality Trends" and "Organization of The Front Office and Selling Department"

##### DOMESTIC:

- POREČ, hotel "Hostin" 11th - 13th March 2003. Topic: "Contemporary organizational, management and IT trends in the hotel industry"
- ROVINJ, "Adria Resort" d.o.o.(middle level management), 12th - 14th 2004, Topics: "Culture of Excellence - Standards, Quality and Information Technology", "Organization and Technique of Working Process in Front Office Department", "Managing Housekeeping department"
- RAB, "Imperial" d.d. (middle level management), 25th-27th March 2004. Topics: Culture of Excellence - Standards, Quality and Information Technology", "Contemporary Organization of the

Housekeeping department"

- RAB, "Imperial" d.d., 15th-17th 2004. Topics: "Culture of Excellence in the Front Office Department", "Informatization of the Front Office and Selling Department"
- NOVIGRAD, hotel "Maestral", 12th May 2007. Topic: "Contemporary Hotel Trends and Their Influence on the Job Organization", "Information Technology and Hotel Organization"
- 2010 - 2015 Lecturer on seminars organized by the Association of Employers in Croatian Hospitality (UPUHH) - held under the auspices of the Ministry of Tourism. Attendants: production and service employees in hospitality and restaurant industry; waiter, bartender, housekeeper, receptionist.

#### SCIENTIFIC AND PROFESSIONAL EDUCATION

- NCR Schullungszentrumm - Augsburg (Germany); October 1987
- UNIS Sarajevo (Bosnia and Herzegovina); June 1988 and September 1990
- School of Business and Economics, School of Culinary Arts - «Information system for Restaurant Business», Umeå (Sweden); June 2004
- University of Aegean, Thessaloniki, (Greece), TEMPUS program; October 2005
- Croatian National Tourist Board Seminar: Internet Sales for Specific Segments in Tourism Industry (Hotels, Camps, Tourist Agencies), Opatija, hotel Ambassador, 18th September 2013.

#### Memberships

ALUMNI - Association of Graduates - Faculty of Tourism and Hospitality Management