

RECOMMENDATION

The present is issued to Lubomir Stanev, who has held the position "Head of Quality Department" in the Holiday Club "Riviera" and "Interhotel Sandanski" for the period from February 2015 till July 2016.

The main scopes of Lubomir Stanev's activities were to control the quality of activities and services in Holiday Club "Riviera" and "Interhotel Sandanski".

Supervises, manages and organizes the work on the quality of the tourist services and products (reservations and accommodations, a la carte dining, the buffet dining, conference activities and other events, personal tourists assistance, Balneology and SPA, animation, sports, etc.). Communicates with customers, collects and summarizes information, evaluates customer satisfaction. Develops and approves the organizational system of quality control of tourist services and products. Involved in the evaluation and selection of suppliers of goods and services for the hotel and restaurant business. Monitors compliance with the standards and procedures of work within the company and monitor compliance procedures HACCP. Implements standards of work and conducts trainings.

Manages and coordinates the activities of employees in the Internal Audit Department and monitors accountability procedures. He has been involved in List of positions planning.

Lubomir Stanev is well acquainted with the regulations, very good in English, Russian and French languages and successfully applies them in their work. His professional attitude allowed him to control the overall activity in hotels in a short time.

As a result of the control administered in Holiday Club "Riviera" and "Interhotel Sandanski" a customer satisfaction is reported with the overall quality and services received according to data from questionnaire survey conducted. He participated in the recruitment process and objectively assessed the technical and personal skills of the candidates. The employees were trained and put into the standards and procedures of the Holding. He took part in analyzing of the performed audits.

Lubomir Stanev with his extremely careful and reliable working style always achieves exceptional results with the minimum expenditure of time. It has a high sense of responsibility when dealing with personal data and confidential information. Acts consistently and adequately responds to stress and emergencies.

I express my gratitude to our collaboration with Lubomir Stanev and its contribution to achieving high quality in Holiday Club "Riviera" and "Interhotel Sandanski".

01.08.2016

Sofia



CEO:

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Desislava Toteva

