

## **2<sup>nd</sup> MARIS HOTELS CONFERENCE**

**Together,  
With concern about the individual,  
for: quality - development – profit**

In the context of the company's policy concerning the staff's ongoing education and aiming for the re-evaluation of their professional skills, the 2<sup>nd</sup> maris hotels conference took place on 25<sup>th</sup> and 26<sup>th</sup> February 2002 at the [Creta Maris Conference](#) centre in Hersonissos, Heraklion, in the presence of local authorities. The basic theme of the conference was "Together, with concern about the individual for: quality – development – profit:

The deep conviction that the foundation for improvement in the tourism section - are the human resources - the continuous targeting for quality , was the guiding star in establishing this annual conference in conjunction with other educational programs, such as mastering foreign languages and computer skills , etc.

"Our company's most significant factor is our concern about the individual: the client, the member of the society surrounding us, the person who works for us and is the moving force of [Maris Hotels](#)" declared Mr. Andreas Metaxas, during his opening speech and he added that quality leads us to success and profit, re-investment which secures development, employment and a career for each and everyone of us.

During the conference, which was attended -without exception- by all personnel belonging to the Maris Hotels, the results of the census research "Working climate and Diagnosis of Educational Needs for the personnel" were presented by Mr. Nikos Skoulas, President of NSA S.A., and a consultant of the maris group. Following Mr. Skoulas, Mr. George Piperopoulos, the well-known professor of Communication at the Macedonia University extensively discussed and commented on the research, with a speech under the title " Work: Drudgery or a source of Satisfaction?" Speeches were also delivered by the Management of [Maris Hotels](#) , Aris Mintiloglitis, Quality and Development Manager under the title" The Third Eye" and Haris Chnaris, Head of Thalasso Candia Maris under the title" Positive thinking – Strength of Mind".

During the two-day conference, the educational subjects proposed by the personnel in the census, were covered by the following ten parallel workshops.

- "The role of the waiter/sommelier in the food and drink areas" by Mr. Costa Touloumtzis, President of the Panhellenic Union of Sommeliers.
- "Housekeeping – There's more to it than just making the bed..." by Ms. Vania Kamtsiou, Teacher of Housekeeping at the Alpine Center.
- "Sales by everyone" – Suggestive Selling" by Mr. Stelio Aggloupas, Managing Director of GoldAxia
- "Greek Cuisine – Taste & Health, Program for certifying of Greek Cuisine" by Mr. Anthony Panagiotopoulos, President of the Greek Academy of Taste.
- "The Protection of the Cretan Environment to ensure the survival of its tourism" by Mr. Lambros Bouklis, Environmental Consultant of ANADIXIS
- "Elements of History, Geography (Greek and Foreign) and civilization" by Mr. Manolis Tsagarakis, Tourist Guide and Ms. Katia Kokoumelou of the Goethe Institute.

- “The client’s rhythm, relationship with clients, how to cope with complaints” by Ms. Argyro Stavrakaki, Manager of Training and Development, N.S.A., S.A.
- “Relationships within the area of employment – Psychology – Team-work” by Mr. George Piperopoulos, Doctor of Sociology – Psychology, Professor of Communications at the University of Macedonia.
- “Ten recommendations to make your personnel happier and more productive” by Mr. Niko Skoulas, President of N.S.A., S.A.
- “The myth about the talented teacher – The Supervisor’s role as a teacher” by Mr. Gianni Anagnostelis, Communications & Management Consultant, specialized in teaching the teacher. Mr. Anagnostelis, summarized the main points of the ten workshops under the general title “So, what happens now.....?”

Finally Mr. Andreas Metaxas, while delivering the conclusions of the conference, emphasized the importance that the maris hotels place on continuous training for the improvement of quality, and announced a series of educational seminars available to the personnel during the year.

Throughout the history of [Maris Hotels](#), the target of the management -has and always will be- the best possible quality for all offered services. This is demonstrated by the groundbreaking initiatives which have won our country first place not only in the Mediterranean but in the whole of Europe. Creta maris was the first hotel in the Mediterranean to be granted the International Quality Certificate ISO 9001 and the maris chain was the first to implement HACCP (Hazard Analysis Critical Control Points) guidelines on food hygiene in hotel food preparation, production and conservation. Also the maris chain is one of the three hotel chains (Forum, Inter-Continental Hotels, [Maris Hotels](#)) which has received the Environment Management System ISO 14001.

Central Sales & Reservation Office,  
Dimokratias 15, 71306, Heraklion, Crete, Greece  
Tel. +30 2810 343110, Fax+30 2810 346088,  
E-mail: [maris@maris.gr](mailto:maris@maris.gr),  
<http://www.maris.gr>