

***ENTREPRENEURIAL LEARNING EXCHANGE INITIATIVE FOR SUSTAINABLE  
HOSPITALITY SMEs IN THE BALKAN-MEDITERRANEAN REGION***

Subsidy Contract No. BMP1/1.3/2616/2017

**Best-Practice Database**

Sustainable Development Solutions for Hospitality SME

Company name: Hotel and Spa Tino Sv Stefan, Ohrid



Source <http://www.hoteltino-svstefan.com>

**Country/region of operation:** Ohrid, FYRO Macedonia

**Sustainability dimension:** Social

**Description of the enterprise/imitative:** Located on the shores of Lake Ohrid, Hotel Tino Sveti Stefan offers free Wi-Fi, free air conditioning, a 24-reception, a wellness area and a restaurant. Private parking spaces are available on site free of charge.

Each comfortably-furnished unit comes with a balcony, a flat-screen TV and a minibar. In addition, they feature private bathroom facilities and the suites provide a seating area, as well.

The property's wellness area comprises an indoor and outdoor swimming pool, a sauna, a hammam and a fitness center. A massage service can be organized upon request and for an extra charge. Further amenities include a ping pong table and a luggage storage room. The Ancient Theatre of Ohrid is situated 4 km from the Hotel Tino Sveti Stefan and Ohrid Airport is reachable within 12 km.

**Social/ community impact sought:** It has implemented resource saving technologies.

**Stakeholders:** Travel agencies, operators for transports, operators for food and drinks, operators for furniture

**Approach applied:** Price for quality of services and accommodation, innovative technology implementation

**Innovation applied:** Software based resource management

**Social impact and business results achieved:** Opportunity to control all resources that hotel spends and react immediately each year they have 5-8% better results and saving resources

**Financial situation / sustainability of the business model:** With special innovate computer program they can control all resources that they have any moment and to react immediately to provide guest satisfaction

**Key success factors:** Permanent introduction of modern technology in hospitality business

**Challenges and problems:** Not perceived by the management

**Year when the enterprise was created:** In 2014

**References (web-site, intent links, video, etc.):** <http://www.hoteltino-svstefan.com>

This publication reflects the views only of the authors. The European Commission and the national Governments of the participating countries cannot be held responsible for any use which may be made of the information contained therein.