



Priručnik NOVO NORMALNO za investitore u turizmu
A guide to the NEW NORMAL for investors in tourism

Zaštitimo djelatnike i goste
Let's protect our employees and guests

www.adriahotelservice.com

Ekonomična i jednostavna dezinfekcija ruku
/ Economical and simple hand disinfection



Tiptree - Touch-Free dispensing system
Automatski dispenser za dezinfekciju
/ Automatic Sanitiser Dispenser



Stolni dispenser na stalku
/ Tabletop Dispenser Stand



Prevent + protect
EMBERTON

Dispenser na stalku
/ Dispenser Board Stand



Viziri / *Face Visors*
HEMCO

Zaštitne maske
/ Protective masks
HESPO HILDING ANDERS



KOMUNIKACIJA I RAZUMIJEVANJE
COMMUNICATION AND UNDERSTANDING

Važan dio primjene u turizmu u zaštiti djelatnika i gostiju.
An important part of tourism application for the protection of employees and guests.

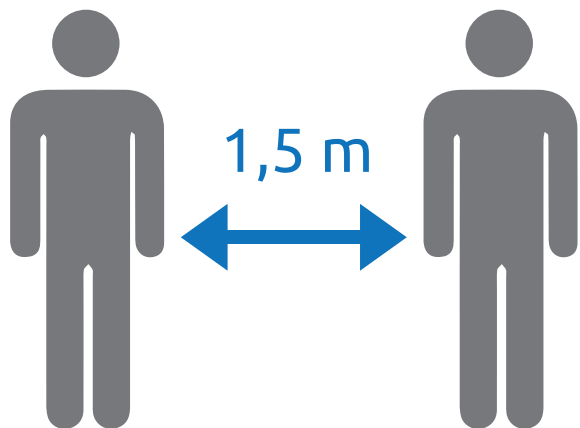
ODAKLE NAM DOLAZE GOSTI? KOJI JE NJIHOV SLUŽBENI JEZIK?
WHERE ARE MY GUESTS FROM? WHAT IS THEIR OFFICIAL LANGUAGE?

DA LI RAZUMIJU DOBRO ENGLNESKI? DA LI SE RAZUMIJEMO?
DO THEY UNDERSTAND ENGLISH? CAN WE UNDERSTAND EACH OTHER?



OSNOVNE INFORMACIJE
BASIC INFORMATION

Sigurnost, upute,
zdravstvene preporuke
*Safety, instructions,
health recommendations*



VAŽNO!
IMPORTANT!

Napisane
na jeziku gosta.
*Written in the
guest's language.*

DODATNE INFORMACIJE = DODATNI PRIHODI
EXTRA INFORMATION = EXTRA REVENUE



Ponuda hrane i pića, rekreacija i zabava, dodatna ponuda
Offer of food, drinks, recreation and entertainment, additional offer

	POSEBNA PONUDA	FESTIVAL TREŠANJA		SPECIÁLNÍ NABÍDKA	TŘEŠŇOVÝ FESTIVAL
	SPECIAL OFFER	CHERRY FESTIVAL		ŠPECIÁLNA PONUKA	ČEREŠŇOVÝ FESTIVAL
	SONDERANGEBOT	KIRSCHFEST		OFERTA SPECJALNA	FESTIWAL WIŚNI
	OFFERTA SPECIALE	FESTIVAL DELLE CILIEGIE		SPECIAL TILBUD	KIRSEBÆRFESTIVAL
	OFFRE SPÉCIALE	FÊTE DES CERISES		SPECIALE AANBIEDING	KERSENFESTIVAL
	OFERTA ESPECIAL	FESTIVAL DE LA CEREZA		ÕPAŠS PIEDÄVÄJUMS	KIRŠU SVĚTKI
	POSEBNA PONUDBA	ČEŠNJEV PRAZNIK		SPECIALUS PASIŪLYMAS	VYŠNIŮ FESTIVALIS
	KÜLÖNLEGES AJÁNLAT	CSERESZNYE FESZTIVÁL		OFERTA ESPECIAL	FESTIVAL DA CEREJA



VERBALNA
VERBAL



NEVERBALNA
NON-VERBAL

Znakovi
Signs



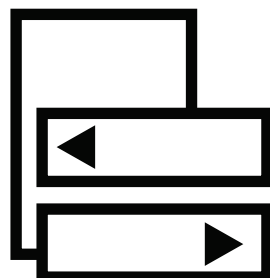
PISMO
WRITING

Mini priručnik
Signalizacija u objektu
Informacije na web-u

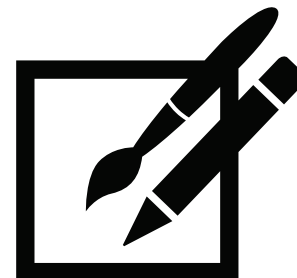
Mini guide
Signs in the facility
Online information



Prijevod / Translations
LINGUA SOFT



Signalizacija / Signs
PREM



Grafički dizajn / Graphic design
INTUO



Web stranice / Website
NIVAGO

OPCIJA 1 / Option 1



Benefiti Laser Line * PRE CHECK-IN modula:

- Smanjenje gužve na recepciji
- Brži postupak prijave i kraće čekanje u redovima
- Smanjena koncentracija ljudi na jednom mjestu - povećana socijalna distanca - važan čimbenik u trenutnim okolnostima
- Veće zadovoljstvo gostiju već kod inicijalnog ulaska u objekt

Benefits of the Laser Line * PRE CHECK-IN module:

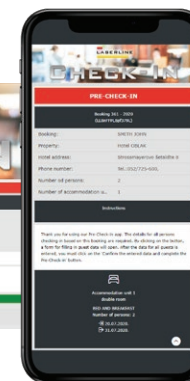
- Less crowding at the reception desk
- Faster check-in and shorter queueing time
- Decreased concentration of people at one location – increased social distance – an important factor in light of the current circumstances
- Increased guest satisfaction as soon as arriving at the accommodation facility

OPCIJA 2 / Option 2



LASERLINE

UPRAVLJANJE INFORMACIJAMA



1 Rezervacija smještaja
/ Booking accommodation

2 Izrada rezervacije u Laser Line * HIS programu
/ Creating a booking in the Laser Line * HIS programme

3 Automatizirano slanje e-mail PRE-CHECK-IN poruke gostu nositelju rezervacije sa poveznicom (linkom) koja vodi na glavnu PRE CHECK-IN web aplikaciju
/ Automated sending of a PRE-CHECK-IN e-mail to the guest who made the booking, containing a link that leads to the main PRE-CHECK-IN web application

4 Otvaranje poveznice na računalo ili mobilnom telefonu

- Ispunjavanje podataka gostiju
 - Potvrda podataka
- / Opening the link on a computer or smartphone
- Filling in guest information
 - Confirming data

5 Dolazak gostiju na recepciju

- Svi potrebni podaci o gostima već su spremni u sustavu
 - Postupak prijave je značajno ubrzan, svodi se na potvrdu unaprijed pripremljenih podataka
- / Arrival of guests at the reception desk
- All necessary guest data is already stored in the system
 - Check-in is significantly sped up, as it is reduced to confirmation of pre-entered data

THERMOSCANNER CAME



- Upozorenje u slučaju visoke temperature i podsjetnik za nedostatak zaštitne maske
- Visoka preciznost u mjerenju temperature lica i u prepoznavanju pristunosti zaštitne maske
- 7" HD IPS zaslon
- High temperature warning and mask reminder
- High precision facial temperature measurement and mask recognition
- 7" HD IPS display

Stalac za dezinfekciju / Disinfection stand MERCURA INDUSTRIES



Zaštitna kolica za prtljagu / Protective luggage trolley MERCURA INDUSTRIES



CHECK - IN



Opcija 1 / Option 1
Digitalni ključ / Digital key
Deep Link prilikom rezervacije /
Deep Link during booking
ADRIA ELECTRONIC

Opcija 2 / Option 2
Digitalni ključ / Digital key
skeniranje QR coda
/ Scanning QR code
ADRIA ELECTRONIC

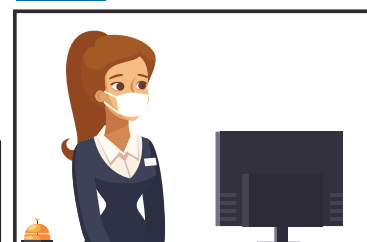


Info stalci
/ Info stands
PREM



CHECK IN

INFO

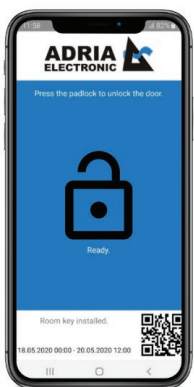
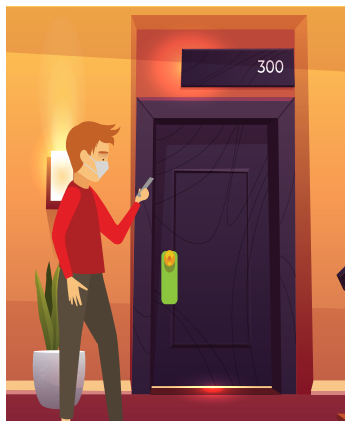


Zaštitna pregrada
/ Protective barrier
PREM



Sigurnosne upute
/ Safety instructions
SMART TV
LOCATEL

Ulaz u sobu / Room entry



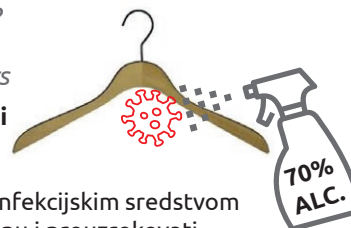
Digitalni ključ / Digital key
ADRIA ELECTRONIC

Ormar s vješalicama / Wardrobe with hangers



Zadržavanje virusa na vješalicama?
/ Does the virus stay on hangers?

Drvene vješalice / Wooden hangers
Zadržavanje virusa do 4 dana / 96 sati
/ Virus remains up to 4 days / 96 hours



Često čišćenje drvenih vješalica sa dezinfekcijskim sredstvom koje sadrži alkohol može oštetiti površinu i prouzrokovati promjenu boje
/ Frequent cleaning with a disinfectant containing alcohol can damage the surface of wooden hangers and cause discolouration

PREPORUKA / RECOMMENDATION
Sačuvati drvene vješalice dok ne završi epidemija i zamjeniti ih sa metalnim gumiranim vješalicama
/ Put wooden hangers aside until the epidemic is over and replace them with rubber-coated metal hangers

Često čišćenje, ne oštećuje vješalice
/ Frequent cleaning does not damage the hangers

Ostaviti poruku gostu da su vješalice dezinficirane
/ Leave a message to the guest that the hangers have been disinfected

MAWA



Sušilo za kosu / Hairdryer

Sušilo za kosu držati u ormaru. Čuvati ga u platnenoj vrećici sa naljepnicom DEZINFICIRANO.
/ Keep the hairdryer in the wardrobe. Keep it in a cloth bag with label DISINFECTED.



DISINFECTED
for your protection

EMBERTON

Podložak za kuhalo / Welcome tray

Podložak za kuhalo koristiti sa ladicom i naljepnicom SAFETY SEALED TEA & COFFEE BAGS
/ Use the welcome tray together with the drawer and sticker SAFETY SEALED TEA & COFFEE BAGS



SAFETY SEALED
TEA & COFFEE
BAGS

EMBERTON

ENJOY TEA
& COFFEE
Sealed with
Protective
Drawer & Sticker



Zaštite posteljinu, ručnike, kozmetiku i ostalo / Protect linens, towels, cosmetics, etc.

Otvorena kolica na hodniku / Open trolley in the corridor

- ✗ kihanje / sneezing
- ✗ kašljanje / coughing
- ✗ diranje robe / touching goods
- ✗ uzimanje robe / taking goods



Zatvorena kolica na hodniku / Closed trolley in the corridor

- ✓ potpuno zaštićena / fully protected
- ✓ bravica za zaključavanje / locking lock
- ✓ higijena 100% / 100% hygiene
- ✓ prilagođena interijeru / adapted to the interior



MERCURA INDUSTRIES

Aplikacija za sobarice / Application for housekeeping staff



Aktualni status sobe / Current room status

- ✓ prljava/čista / dirty/clean
- ✓ zauzeta/prazna / occupied/vacant
- ✓ ne smetaj / do not disturb
- ✓ DND / DND

Informacije za menadžment / Information for the management

- ✓ očišćena soba / cleaned room
- ✓ koliko je dugo vremena sobarica bila u sobi
/ the time that housekeeping staff spent in the room

ADRIA ELECTRONIC



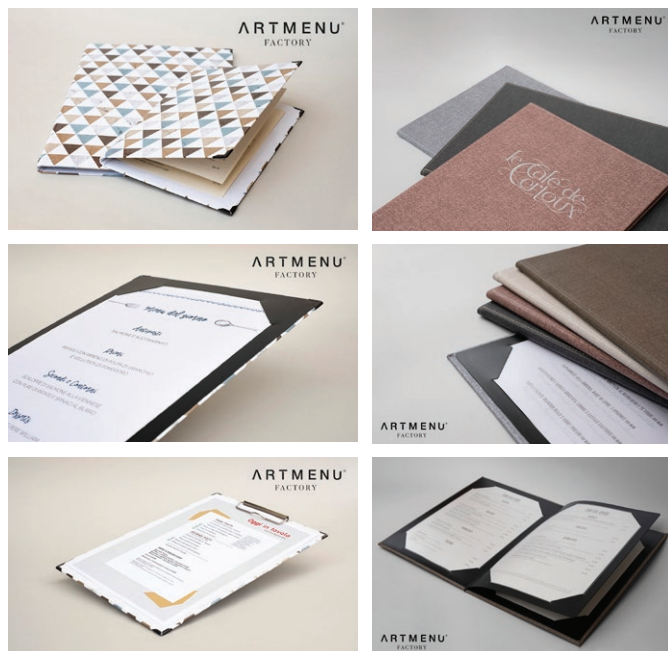
Antibakterijske menu korice / Antibacterial menu covers

Plastificirani tanki karton
/ Laminate cardboard

- ✓ Certificirana anitbakterijska laminacija / Certified antibacterial lamination
- ✓ Zaštita 99,9% / Protection 99,9%
- ✓ Mogućnost svakodnevnog čišćenja / Possibility of daily cleaning

Nova certificirana premium eko koža
/ New certified eco-leather

- ✓ Sterilizacija sa sredstvom za dezinfekciju na bazi alkohola do 75% / Sterilisation with a disinfectant with up to 75% alcohol
- ✓ Mogućnost svakodnevnog čišćenja / Possibility of daily cleaning
- ✓ Razne boje i veličine / Different colours and sizes



ARTMENU

Staljak za dezinfekciju / Disinfection stand

ZE PÉ



Privatni mini buffet – pored stola / Private mini buffet – next to the table

Servisna kolica sa različitim izmjenjivim pladnjevima
/ Service trolley with different interchangeable trays

- ✓ socijalna distanciranost / social distance
- ✓ smanjeno kretanje / reduced movement
- ✓ privatnost / privacy
- ✓ pokrivena hrana / covered food
- ✓ zadovoljstvo gosta / guest satisfaction



ZE PÉ

FRONTSIELD

zaštite svoj VENTA buffet stol sa transparentnim akrilnim pregradama

/ protect your VENTA buffet with transparent acrylic shields

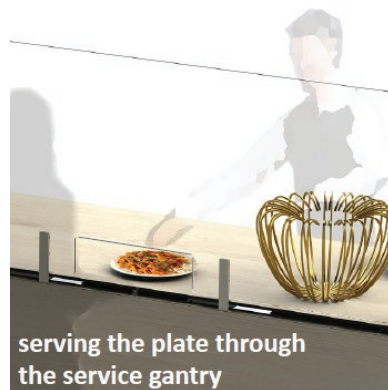


Buffet stol može biti lijepo i atraktivno uređen kao i prije

/ The buffet can be beautifully and attractively decorated as before

Gosti se kreću pored buffet stola i biraju hranu

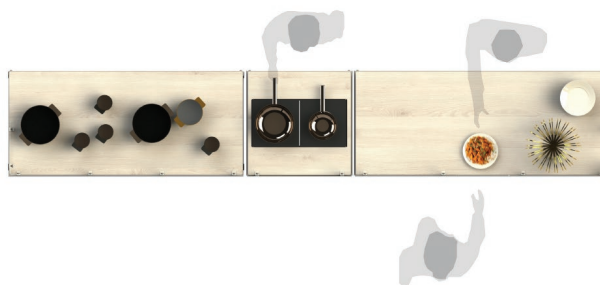
/ The guests walk along the buffet and choose their selection of food



Uslužni djelatnik jelo slaže na tanjur i poslužuje kroz servisni portal

/ The service person arranges the meal on a plate and passes it through the service gantry

serving the plate through the service gantry



ROOM AIR CLEANER

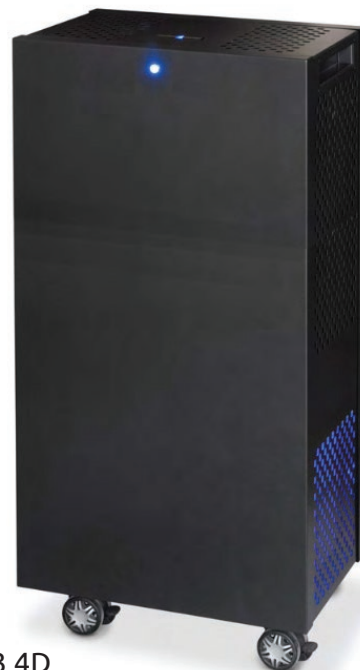
čisti zrak za Vaše goste
/ clean air for your guests



room size*
100m³

clean air*
99%

AirFlairLivin' 800 4D



room size*
150m³

clean air*
99,95%

VENTA

Gastro Air Care 1113 4D

Pročišćivač zraka može se postaviti u restoran ili u prostoriju za sastanke kako bi osigurali svjež zrak

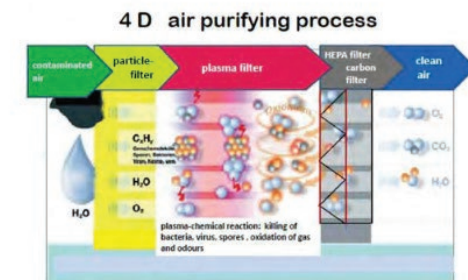
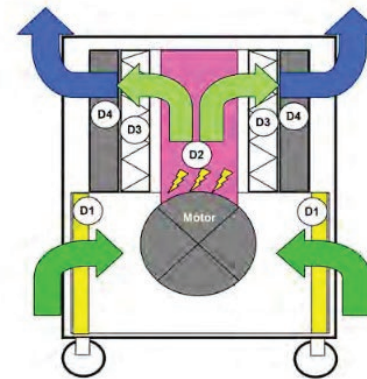
/ The Room Air Cleaner can be installed in your restaurants or meeting rooms to provide fresh air

Ovaj uređaj može se koristiti tijekom pandemije za čišćenje zraka od aerosola. Tako možete u restoranu uživati u obroku ili sudjelovati na sastancima, bez maske pod uvjetom da vrijede pravila fizičke udaljenosti (1,5 m)

/ You can use this device during the pandemic period to clean the air from aerosols. So you can stay in the restaurant without the mouth and nose protection enjoying your meal and also have meetings provided the distance rules (1,5 m) are observed

filter system:

D1 = filter for large particles, washable / D2 = plasma filter with three electrodes / D3 = pleated particle filter (F9) / D4 = carbon filter



Medicinski učinak: pročišćivač zraka u prostoriji smanjuje jedinice koje stvaraju kolonije virusa, spora, bakterija, klica, aerosoli, bolnički klica, uključujući novi virus korone

/ Medical effect: The Room Air Cleaner reduces colony forming units as viruses, spores, bacteria, germs, aerosols, hospital germs including the new corona virus

Kombinacija / Combination

Room service stol
+ Room service mobilni ormar
/ Room service table
+ Room service mobile cabinet



ZE PÉ

Room service mobilni ormar / Room service mobile cabinet

Kompaktno rješenje, dizajnirano za potpuno uživanje u hotelskoj sobi
/ Compact solution, designed to be enjoyed in the hotel room

✓ sigurna dostava
/ safe delivery



Room service stol
/ Room service table



MERCURA INDUSTRIES

✓ puno prostora
/ a lot of space



Grijač hrane
/ Food warmer



MERCURA INDUSTRIES

✓ lijepa prezentacija
/ attractive appearance



Room service mobilni ormar
/ Room service mobile cabinet



ZE PÉ

ZERO

bez dodira, bez kontakta, bez podešavanja
zero touch, zero contact, zero set up ordering

ZERO, novo beskontaktno rješenje, *plug-and-play* sustav baziran na cloud tehnologiji koji se vrlo brzo i efikasno implementira – da hotel bude spreman za razdoblje nakon korona virusa.

QR kodovima postavljenim u objektu i na info zonama, gost može pregledati ponudu i meni restorana, informacije hotela, naručiti jelo u restoranu ili iz sobe, pozvati domaćinstvo itd.
– direktno, putem mobilnog uređaja.

Sa cloud tehnologijom, nema brige o integracijama i povezivanju sustava – što ZERO čini brzim i efikasnim rješenjem.

ZERO, our contact-less ordering solution delivers a cloud-based, plug-and-play solution which can be deployed quickly and efficiently to have you ready for a post corona world.

With QR Codes installed across your property in informative areas, guests can view restaurant menus and information, order food, submit housekeeping requests and more – right from their own mobile devices.

Being cloud-based, you don't have to worry about integrations – making for a quick, effective solution.



NAJBOLJA PONUDA NA TRŽIŠTU!
MJESEČNI NAJAM SUSTAVA

BEST OFFER ON THE MARKET!
MONTHLY SUBSCRIPTION

Tehnologija koju gosti očekuju. Sigurnost koju vaš objekt zaslužuje.
All the assurance your guest seek. All the safety that your property deserves.



RESTAURANTS



IN-ROOM DINING



HOUSEKEEPING

LOCATEL



TOUCHLESS
Ogledalo / *Mirror*



ušteda vode
digitalna kupaonica

*saves water
digital bathroom*

CURVETRONIC
Senzorska mješalica
/ *Sensor tap*



SENSOR
Sušilo za ruke
/ *Hand dryer*



shower toilet
„BIDE“ ispiranje i sušenje
sporusuštajuća WC daska
Rimless tehnologija

*shower toilet
"BIDET" rinsing and drying
slow close toilet seat
Rimless technology*

MULTICLEAN
WC / *WC*



TOUCHLESS
Tipka / *Operating plate*



ušteda i kontrola vode
beskontaktno ispiranje

*saves and controls water
contactless rinsing*

LEMA
Štedni Bluetooth pisoar
/ *Energy-saving Bluetooth urinal*

AVIR 800

- Idealno rješenje za ispunjavanje svih higijeskih mjera, integriran uređaj za dezinfekciju ruku
- Toplomjer i termalna kamera
- Kompatibilno sa svim sustavima kontrole pristupa
- *Ideal solution for mandatory hygiene needs*
- *Thermometer and thermal camera adaptability*
- *Compatible with all access control systems*

CAME



- ✓ privatnost / *privacy*
- ✓ socijalna distanciranost / *social distance*



Honolulu gazebo
CONTRAL



Samui gazebo
CONTRAL



LG PROFESIONALNE PERILICE I SUŠILICE

Tehnologija i dizajn u službi zdravlja
Technology and design in the service of health

Primjena LG uređaja u hotelu
LG laundry – hotel application

HOTELSKA PRAONICA
pranje plahti, ručnika,
prekrivača, jastučnica...

HOTEL LAUNDRY
Washing of sheets, towels,
bedspreads, pillow cases...

PRAONICA ZA ODRŽAVANJE OBJEKTA
pranje mopova, krpa...

CLEANERS' LAUNDRY
washing of mops, rags...

PRAONICA U OBJEKTU ZA ZAPOSLENIKE
pranje radne odjeće

HOTEL EMPLOYEES LAUNDRY
washing of working uniforms

PRAONICA ZA WELLNESS
pranje ogrtača i ručnika

WELLNESS LAUNDRY
washing of overcoats and towels

STYLER
Uređaj za peglanje, osvježavanje
i sušenje odjeće od gostiju

STYLER
A device for ironing, refreshing
and drying guests' clothes

LAUNDRY CORNER ZA GOSTE HOTELA
pranje odjeće gostiju

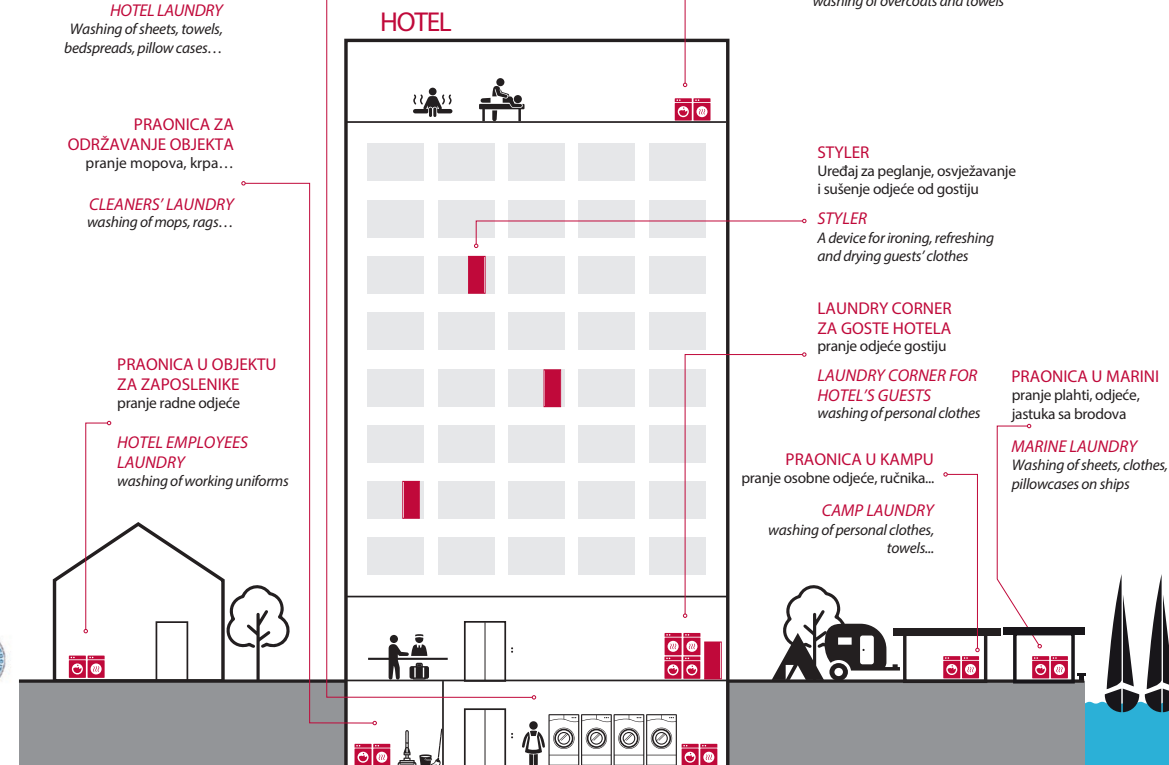
LAUNDRY CORNER FOR HOTEL'S GUESTS
washing of personal clothes

PRAONICA U MARINI
pranje plahti, odjeće,
jastuka sa brodova

MARINE LAUNDRY
Washing of sheets, clothes,
pillowcases on ships

PRAONICA U KAMPU
pranje osobne odjeće, ručnika...

CAMP LAUNDRY
washing of personal clothes,
towels...



NOVE TEHNOLOGIJE

Wave force i Auto tub clean programi sa snažnim vodenim valovima, tijekom pranja održavaju maksimalnu čistoću perilice



NEW TECHNOLOGIES

Wave force and Auto tub clean programmes with powerful water waves, for maximum cleanliness of the washing machine during washing

ANTIBAKTERIJSKI DIZAJN

Antibakterijski premazi onemogućavaju zadržavanje bakterija (Staphylococcus aureus, Salmonella, Listeria i sl.) i pljesni u bubnju perilice



ANTI-BACTERIAL DESIGN

Antibacterial coats prevent accumulation of bacteria (Staphylococcus aureus, Salmonella, Listeria and other) and mould in the washing machine drum

HIGIJENSKI PROGRAM

Dekontaminira rublje u procesu pranja



Istraživanje provelo
Research conducted by
Pukyong National University



HYGIENE PROGRAMME

Decontaminates laundry during washing



Felt golf
/ Felt golf

CITY GOLF EUROPE



Električni bicikli
/ Electric bicycles

E BIKE

Dodatna sterilizacija
/ Additional sterilisation

Swanley
UVC LED Sterilizer Wand
Powered by 9x UVC & UVA LED to sterilize
99% of germs, bacteria, and viruses

Hotelska soba & kupaonica
/ Hotel room & bathroom

ulazna ručka / *door handle*

dotirni ekran, prekidači / *touch screen, switches*

ručke od ormara / *wardrobe handles*

vješalice / *hangers*

glačalo, daska za glačanje, sef, sušilo za kosu
/ iron set, safe, hair dryer

zavjese, ručice / *curtains, knobs*

noćni ormarići, telefon, daljinski upravljač
/ nightstands, telephone, remote controls

krevet, posteljina / *bed, linen*

sofa / *sofa*

stol, stolica, sobna mapa
/ table, chair, room directory

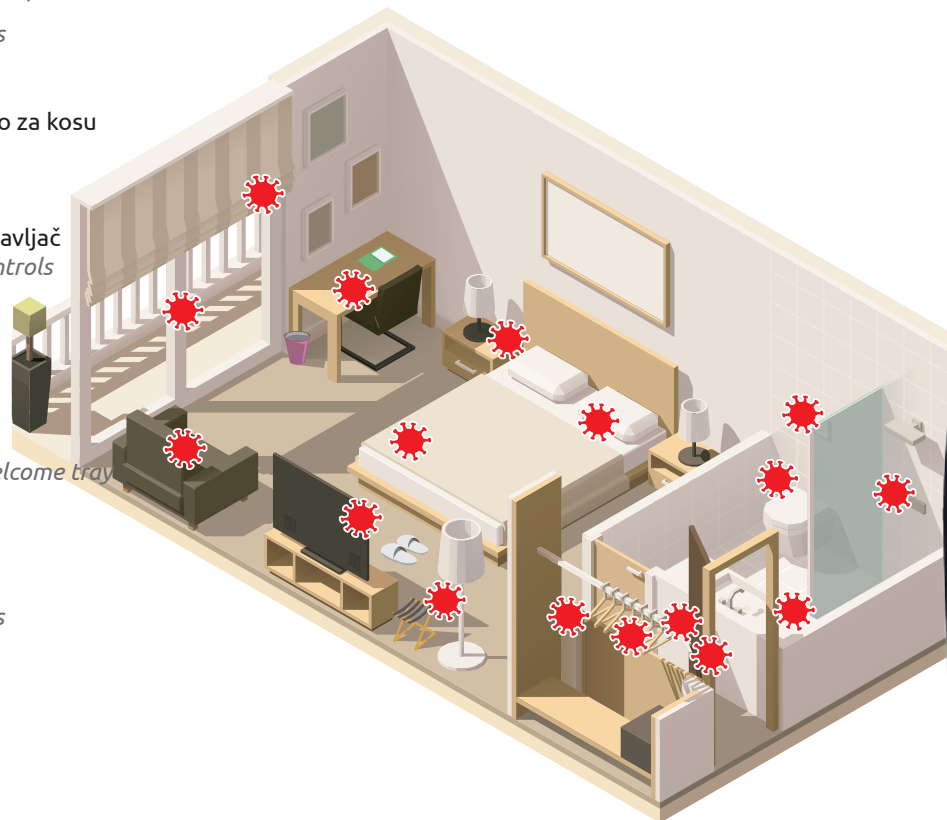
kuhalo, podlošci / *electric kettle, welcome tray*

umivaonik, mješalica, tipkalo, wc
/ washbasin, tap, plate, wc

ručnici, ogrtači, vaga, dodaci
/ towel, bathrobes, scale, accessories

Prevent + protect

EMBERTON



Recepcija / *Reception*



Lobby / *Lobby*



Bar / *Bar*



Restoran / *Restaurant*



Wellness / *Wellness*



Uredi / *Back office*



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