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OFFER VICTORY SOLUTIONS

WHY CHOOSE US?

Many years of experience in various positions in the field of tourism have taught us to take into account how to market your tourist product and all the factors that can affect the satisfaction of guests.

Our team and our associates offer services in several areas such as consulting, training, selection and implementation of software solutions, websites, digital marketing, branding, video and photo material. What sets us apart from others is complete technical and advisory support during and after the entire process.

For the last four years, we have also been dealing with the management of tourist facilities. This is a complex job where training is imperative, and our experts are here to provide you with a job that is in step with emerging trends in the field of tourism.

Our mentoring work will serve you as an ideal basis during the creation of a new way of doing business, and the results achieved by our clients are the best confirmation of what we do.

ABOUT US

As the owner of the company, I have 15 years of experience in managing a tourist facility, 10 years of work and cooperation with agencies, owners of various tourist facilities and people with the widest range of understanding of the importance of tourism. I supplemented the knowledge and skills of my team with my own expertise, and every day we learn anew by researching novelties on the market. We enjoy what new technologies bring, but we try to make them serve us, not us them. We are surrounded by associates who constantly invest in innovation and new knowledge.



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OUR SERVICES

Sales and marketing management

• If you are the owner of a tourist facility, and you need someone to take care of the complete management of sales and marketing, then we have a solution for you. We have a developed system for improving the development of an existing brand or to market a new one. We create a brand, advertise on online booking channels and a website, cooperate with agencies and individual guests and manage marketing on your behalf. We change the dynamics of sales and marketing according to occupancy and market situation. We provide all kinds of consultations to you and your employees, we do all the correspondence and financial monitoring for you, and you have insight into your brand's operations at any moment.

Reception training

• Receptionists represent the face of the company itself, where they connect guests with the service they use. The impression left by the receptionists is one of the ways in which the guest gets an impression of the entire experience, so it is very important that you are up to the task and have effective team members at all times. After training on teamwork, communication, sales of accommodation capacities and additional on-site services, your employees with the acquired skills can solve all ongoing problems.

Sales sector training

• Sales training will connect all aspects that are necessary to ensure your good position in the market and increase your profits. After completing the training, your employees will be organized into an effective team, which knows how to create offers and will be able to easily recognize priorities that require attention. They will learn how to recognize certain changes in the market and how to be ready to adapt to them. Through training in the effective use of e-mail, the computer desktop and document sorting, they will save time and thus the money.

Pricing and sales strategy

• The sales strategy is formed on the basis of statistics from previous seasons and the current situation of demand and competition. Forming all types of price lists, seasonal and off-season offers as well as special deals you offer are challenges you face, and it is important to stand out from the competition with what makes you recognizable.



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Systematization of the tourist facility

- Whether you have apartments, a villa or a hotel, every property should have a system by which it operates. By setting up the system, you have control over reservations, partners, prices, and you can use statistics, quickly react to all changes in the market, and have answers to all questions about reservation statuses at any time. Accordingly, depending on what type of accommodation facility you have, we advise you in which way and with the help of which systems to create an efficient business.

Cooperation with online booking channels

- Almost more than half of the reservations are made through well-known online services. If you want to adapt your business to online booking channels, we can help you with setting up, marketing and organizing your offer and give you all the instructions on how to manage online reservations.

Cooperation with agencies

- After analyzing your offer, we will look at the target groups of guests that you want to attract and we will research for you the agencies with which you should establish cooperation. Through training on how to work with agencies, your employees will know how to create various offers and be synchronized with the entire flow of work with agencies from inquiry to implementation.

Monitoring

- We provide support and consultative monitoring services to our clients, so in case they have any technical problems or with guests, we are available to jointly find a solution as soon as possible. Following your work, we give suggestions on how you can strengthen your business.

ADDITIONAL SERVICES

Digital marketing

- The content that is published daily on social networks is responsible for easier decision-making about the place where we will spend our vacation or have a pleasant afternoon at lunch. A professionally designed marketing strategy will find the target groups in which your potential clients are located, direct the messages you send to them and attract a certain number of guests. Monitoring statistics and customer satisfaction will help you choose the best way to do business, and useful and powerful tools will enable the best results with affordable investment in promotion. In addition to Facebook and Instagram, for the needs of your company, we will also include other world-famous social networks, depending on what is useful to you.



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Brand

• Branding is a marketing practice that makes you stand out from everyone else on the market by design, name and everything you do. By creating a brand, you set certain expectations among clients that you justify with your business, thus building an overall impression of your company. Although a very complex process takes place in the background of branding itself, what should reach the end user is a simple identification with the brand and the desire to use your services.

Photo and video material

• Quality visual content includes photos and videos that will tell a story about the specifics of your facility and inspire a potential guest to want to use your services. Professional photo and video material is one of the ways to leave a credible impression of what you have at your disposal, and at the same time it can serve as an excellent way to attract guests via social networks. The video material that you can use during the promotion will make the guest have an insight into all the dynamics of your everyday life and will want to be part of the atmosphere you provide. Many years of experience in the production of tourism content recommends us as someone who will get the best out of what you have in the right way.

Channel manager

- Channel manager is intended for tourist facilities as a module that enables the hotel, if it cooperates with distribution channels such as Booking.com, Expedia, HRS, Trip Advisor, to be able to manage all sales channels, close/open rooms, assign a certain contingent from one back office, change the prices, and at the same time receive all the reservations through the same back office.
- Yield Management was created to enable hotels to dynamically work with prices depending on guest demand. It enables simple price changes at the level of an individual accommodation facility or at the level of the type of accommodation per day. By implementing Channel Manager and Yield Management, you raise the productivity of the sales sector to the highest level.

Websites

• The identity card of every brand is a website, and thus it is one of the most complex projects in the presentation. CMS is one of the web platforms that enables the creation and maintenance of high-performance web sites adapted to mobile devices, and suitable for various types of tools necessary for business.

Your property's website is functional if it has a connection to the system for direct online reservations, and if it leads potential guests to unique offers with pictures and descriptions.



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PORTFOLIO

Consulting services and management of the tourist facility

APARTMENTS MY PRZNO**** PRŽNO

„At a time when it is very difficult to rely on anyone, to count on someone's unreserved support, there are people who fulfill the unexpected. They exist, care and put your interests ahead of their own.”

Consulting services and management of the tourist facility

VILLA SUNNY HILL**** BUDVA

„The season was a success and we are really pleased, thank you! Since this was the first season for us, we are pleased with the occupancy of the villa for this summer. And for your company, the quality and speed of your service we have only words of praise. We look forward to working together next year!”

Consulting, Website, Training and Monitoring

HOTEL ELEVEN**** PETROVAC NA MORU

„Victory Solutions is a very professional company dedicated to professional training and assistance to hoteliers and other accommodation publishers. Excellent knowledge of the tourism sector as well as procedures in the hotel industry makes Victory Solutions a unique consulting firm on the seaside. The solutions they offer are very applicable in practice and have been simplified for ease of use. I recommend them for any kind of cooperation.”

Consulting services and management of the tourist facility

LUXURY APARTMENTS QUEEN**** BULJARICA

„After the end of the season in a year of great challenges due to the Covid-19 pandemic that stopped the whole world, we can be extremely pleased with the results achieved. You have contributed immensely to our success, with your work, dedication and professionalism. A serious approach to business is for the utmost respect. To the mutual satisfaction, we hope for future successful cooperation.”



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Consulting, Training, Monitoring, Photography

HOTEL SAVOJO* BULJARICA**

„Your company Victory Solutions has a good reputation, both on the seaside and in the whole of Montenegro, and we are very honored to be your clients. We are pleased above all that you are very simple and efficient! Within a few weeks we saw huge progress in our hotel, let alone after a few months. You have brought our facility to a high position on the Budva Riviera. We are very grateful to you for that, and we will continue to cooperate with you for a long time!”

Consulting, Training, Monitoring, Photography

HOTEL CAPITANO** HERCEG NOVI**

„I am pleased to point out that the cooperation of our Capitano hotel with Victory Solutions was the most pleasant surprise this year, challenging for business.

Like everyone, we were faced with difficulties and it was not easy to find the right and professional people ready to work even when it was the hardest. However, following the recommendations of the best, we came to the best - Viktorija and her associates at Victory Solutions. Professional, responsible, dedicated and energetic young people, led by a great woman and a great professional in tourism, with their knowledge and positive attitude impressed us with their willingness to always meet their full commitment.

We are convinced that everyone who decides to cooperate with Viktorija and her team will have a successful business and be satisfied with the cooperation just like our team had.

We take this opportunity to thank Viktorija for her professional and quality cooperation, with the conviction that we will continue to achieve successful cooperation to our mutual satisfaction.”

*Consulting, Training, Monitoring,
Website, Marketing and Photography*

HOTEL & RESORT GACKA** MOJKOVAC**

„We have a better cooperation with Victory Solutions from season to season. Our hotel has made significant progress following the standard changes made by Viktorija. Victory Solutions helps us in terms of price formation and market position of hotels on booking sites and cooperation with agencies. A good marketing setup brought a big jump in revenue from individual guests, and after training employees at the front desk and in sales, we had significantly more effective work and better communication with guests. She is available at any time to find compromises and optimize the hotel business. We believe that we will have excellent cooperation in the coming years and that we will make even more progress in further work.”



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Consulting and Training

RESIDENCE ST OLIVA***** KOTOR

„This season we were looking for a solution for our newly built villa, how to best place it on online sites and how to facilitate the work related to reservations and task control. Victory Solutions proved to be the solution to every query we had. We are very satisfied with the professional approach to our facility, both in the way of communication, setting the offer and sales strategy to creating the simplest forms of monitoring work and reservations. Working with Viktorija saved us a lot of time, and in return we got the necessary information, advice and a successful season!“

Consulting, Training, Monitoring, Photography

TALIĆI HILL RUSTIC VILLAS**** BAR

„Since the opening of Talići Hill, Victory Solutions has been engaged in marketing, management and consulting for Talići Hill. With their help, we managed to develop the business and become a premium location in 3 years from the opening. By implementing advanced business techniques, Victory Solutions is at the forefront of marketing solutions in the hospitality business.“

Consulting and Training

GLAMPING NATURA ECO CAMP - SLOVENIJA, KRANJSKA GORA

„When we heard what the Victory Solutions company business affairs are all about, we were interested in cooperation. We were surprised that someone from Montenegro can give us so many advice and guidelines for business improvement. The tourism is definitely different in each country, but they have individual access to each client. We are happy with the cooperation and we hope that we will cooperate in the future.“

Training, Prices and sales strategy

APARTMENTS RAYMOND**** PRŽNO

„We are very pleased to have had the opportunity to work with Victory Solutions and we hope that the successful collaboration will continue in the future. First of all, we would like to point out that each of their consultations about setting prices and setting up the facility on online sales channels, especially Booking.com, was immensely important to us, which was an introduction to a guaranteed success. They resolved all doubts about risky charges and made it easier for us to access the system. We are also satisfied with the training of our employees and the setting of tracking reservations. Their support is crucial to us for every next step in the challenges that lie ahead.“



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Consulting and Training

HOTEL PHAROS*** BAR

„We started working with Viktorija in 2015. We are extremely satisfied with the services provided. At all times, she was willing to help with solving problems and doubts, which we had and are related to the hotel industry. We also received advice that we were happy to apply in our business. She is a great connoisseur of tourism and hospitality. I think we will almost always contact her for advice we will need in further business. It's worth knowing and working with a person like Viktorija.“

Consulting, Training, Monitoring

APARTMENTS MASTER 5***** HERCEG NOVI

„We are really pleased with the cooperation with Victory Solutions. Viktorija is very dedicated and full of new ideas, she was available for advice and assistance at all times. All the services they provided were of great importance to our business. We look forward to further cooperation!“

Consulting, Training, Monitoring

APARTMENTS TANJA*** RAFILOVIĆI

„I am more than satisfied with the cooperation with Victory Solutions, in addition to the complete training for managing online reservations, I received a lot of tools, spreadsheets, accompanying e-mails that make my job easier and more beautiful. It was and is a pleasure to cooperate and socialize with Viktorija and Natasa.“

Consulting

AGENCY MONT-TOURS CETINJE

„Viktorija is above all efficient. She knows what she is doing and always has a quick solution or alternative. Her extensive knowledge in this area is fascinating. I personally would be confused by so much information. As for our cooperation in particular, she saw some shortcomings that I had for a long time and pointed them out, so our cooperation began. At her suggestion, I soon started working on new solutions and now everything is going much easier. It's not that I didn't have those solutions in mind, but sometimes you need someone to give you specific guidelines for something that was just an idea, so thank you for everything.“



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Consulting and Monitoring

APARTMENTS STONE HOUSE**** TIVAT

„Long-term cooperation with Viktorija, expediency, discretion, expertise. Proven, recommendation for cooperation based on our experience.“

Marketing

RESTAURANT OSKAR - PETROVAC NA MORU

„We collaborated with Victory Solutions on creating restaurant ads on Tripadvisor, Google My Business, and they helped us with social media marketing. They also helped us to adequately respond to comments and suggestions, get a better rating and complete the offer by having a complete ad posted and updated. We look forward to continued cooperation and mutual success!“

Consulting, Training, Photography

APARTMENTS HESTIA*** RAFILOVIĆI

„This year we opened a new apartment complex and we knew we could count on Victory Solutions regarding the preparations for the upcoming season. Viktorija has made our way of working much easier and faster. Creating an offer on online sites was done exactly on time to ensure a great season for us. We recommend Victory Solutions to anyone looking for a different approach to renting private accommodation and solutions for better business.“

Consulting, Training, Monitoring, Photography

CHALET ŠILJAK*** ŽABLJAK

„After several years of business, on recommendation, we decided to contact Victory Solutions to find a better way to work with even more success and automate certain processes on Booking.com and Airbnb. Success was guaranteed and all preparations for the season were done on time. We have improved and enriched the offer of the facility on various online sites exactly as they suggested to us. Insight into the state of the market and competition, it helped us to position ourselves in the right way and ensure profit.“



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Consulting, Training, Monitoring

APARTMENTS BAJDAR SUPREME**** BUDVA

„We would like to thank you for your cooperation during our first season in tourism. Since this is our first year, I can say that we are satisfied with the services of Victory Solutions, the advice and support we have had at all times from you, as well as with the guests. We hope that next year will be even more successful. Working with you is a real pleasure and security at all times. We look forward to further cooperation.“

Consulting services and management of the tourist facility

APARTMENT MAGAZINI*** BULJARICA

„I am very satisfied with our cooperation so far, everything was managed as agreed and on time and I hope that we will continue to cooperate.“

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