

Dear conference attendees, Ladies and Gentlemen,

My name is Gregory Tasios and I am the owner of the hotel Philoxenia. We would like to thank you for your invitation.

I will talk to you about the experience we had when our business participated in the 2007-2013 NSRF programme. Philoxenia Bungalows is a 3-star category hotel with a 155-room and 300-bed capacity. It is situated in Chalkidiki, the 4<sup>th</sup> highest arrival destination and the 1<sup>st</sup> in road arrivals in Greece. It is a family business that started in 1987, while it is now continued by the new generation. We participated in 2 programmes with an overall budget of 400 thousand euros, which was a big challenge for us. We implemented the first in 2012 and the second one, related to green tourism, in 2014. The latter combined own participation - banking loan- subsidy. Our aim was to modernise our structures and update our services. The experience we gained through our participation in those two programmes was significant in developing our business activity.

Because of the strict implementation framework, our hotel's daily operation and particularly the operation of our managers have been upgraded.

With the help of the programmes, in the next years we are determined to base our product on sustainability, train our personnel, develop economies of scale and meet the needs of the modern tourist market in Europe and beyond.

Interventions have been made in the following fields:

1. The development of tertiary waste water treatment through transferring sludge to a compost plant and depositing clean water for watering an olive grove.
2. ISO 14001 certification award
3. Service provision upgrade in specific hotel areas (restaurant- kitchen- bar)
4. 5KW photovoltaic system operation
5. Sanitation infrastructures for the disabled.

The subsidy was the motivation, but the completion of the works and the project's contribution to the final financial result were the secrets to our success.

We will keep trying having secured participation in the CISA 2017-2020 programme and an approval to fund the full renovation of our 155 rooms and upgrade our hotel from a 3-star to a 4-star category in 2018.

The approved proposal is based on saving energy and water, promoting e-booking options and upgrading services. By endorsing the vision for a modern Greece, Greek tourism can use European programmes and make a difference.

Thank you.