



Michele Sambaldi: Vice Group Director

1. **MV:** Michele, you manage a wonderful team, I know most of them. What is your secret to motivating team members to greater excellence?

MS: *I always try to build relationships based on trust, respect and active listening. When you have these three components it's easier to talk to and empathize with people. I like to share with them my personal vision that is "we are here to build something great". I am really honored to manage such a great team made of great personalities and professionals.*

2. **MV:** What is your management style?

MS: *I try to be an assertive leader and involve people in most of the company's strategic decisions. I love to see people improve and develop their skills. My motto is "Happy staff, happy guests".*

3. **MV:** Where do you see Pellicano Hotels going in the future?

MS: *First of all, we work on reinforcing Pellicano Hotels' brand reputation by combining strategic marketing operations (partnership, cobranding, etc) with specific marketing tactics. Our brand perfectly summarizes our values: passion, innovation, personality and consistency. Pellicano Hotels is a "guest-centric" company and we continue to invest money and resources to be competitive from a product/service perspective.*

4. **MV:** I know you are a big basketball fan. If you could play for one team, which would it be and what position would you like to play?

MS: *I would choose the Boston Celtics because I was a Larry Bird fan. I have been a professional basketball player in the minor leagues here in Italy and I played in a playmaker position. I would say that Boston could rely on me for the 2018 playoffs. 😊*

5. **MV:** You are based in Rome but where are you originally from?

MS: *I am from Livorno, a small city on the seaside in Tuscany, 15km away from the Leaning Tower of Pisa. Livorno is famous in Italy for its port and for “cacciucco”, a stew consisting of several different types of fish and shellfish.*

6. **MV:** If you could only eat one flavor ice cream for the rest of your life, what would it be?

MS: *Pistachio, no doubt.*

7. **MV:** What are you reading currently?

MS: *I am reading some abstract on emotional intelligence, which I think is a fundamental skill in business and life. I also love podcasts and I use this tool to stay updated about business and leadership trends.*

8. **MV:** What is your favorite part of your job?

MS: *Constantly delivering high quality for our external and internal customers. At Pellicano Hotels, we strive to create memorable experiences for our guests.*

9. **MV:** Where are you travelling to next?

MS: *Next week I'll be in Venice for the Leading Hotels of the World Annual Membership Meeting.*

10. **MV:** If you weren't a hotel executive, what would you be?

MS: *I would say an executive in the “sport” industry.*

11. **MV:** With such a demanding job, how do you stay fit?

MS: *I wake up very early in the morning (5am) to have a 30/45 minutes run so I can be ready for the day and spent time with my family in the evening.*