

# CHELSEA *Hotel*

TORONTO

## THE CHELSEA HOTEL, TORONTO RECEIVES HOTEL ASSOCIATION OF CANADA'S HUMAN RESOURCES AWARD

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(Toronto, 28 February 2020) – The [Chelsea Hotel, Toronto](#) has been awarded the 'Human Resources Award' at the annual Hotel Association of Canada's Hall of Fame Awards of Excellence event on February 24, 2020. This award program was developed in 2004 with the purpose of recognizing those of its members (individuals, companies, properties) that have demonstrated significant accomplishments, exemplary leadership and tireless commitment to Canada's lodging industry. The Human Resources award recognizes an individual, team or property whose human resource practices rank them among the "new generation of leaders" in Canada's lodging industry. Awarded for programs that develop a human resources culture which attracts, develops and retains highly qualified employees resulting in motivated staff who are able to generate new or repeat business, create goodwill among guests, provide special services and reverse negative public relations situations.

The Chelsea Hotel, Toronto has been a recognized employer in downtown Toronto for 45 years and is currently employing 644 hospitality professionals. Fondly known as the CHELSEA "U", the hotel has successfully developed and groomed hospitality leaders who are now leading hospitality and tourism organizations, not just in Toronto but across Canada and throughout the world.

The Chelsea Hotel Toronto has effectively developed and engaged generations of employees and its relentless commitment to delivering an inspiring employee experience is behind the success it has enjoyed through the years. Standards and processes have been established and are continuously reviewed for every critical Human Resource component. Colleague engagement is measured annually via a survey, the results from which inform the annual engagement plans of the hotel and its departments. The hotel fully embraces and celebrates the diversity of its workforce. There are over 25 nationalities, with all five generations represented, all working towards the common goal of providing the best experience to guests and delivering the best returns to our owners. The Chelsea Hotel enjoys a Colleague Engagement Score of 89% - with a participation rate of 99%. With talent recruitment and retention continuing to be a challenge in the Hospitality industry and while the hospitality industry has an employee turnover rate of over 25%, our hotel enjoys an enviable turnover rate of just 10.8%. These two key metrics are testament to the Chelsea Hotel Toronto being a truly outstanding employer.

"I would like to dedicate this award in memory of my dear friend and colleague, Bud Harvey, who led the HR team at the Chelsea for 18 years. He created an engaged culture, focusing on retention and recruitment, which became the core of the hotel. Bud saw the best in everyone and ensured that all employees were provided with future growth opportunities," says Josef Ebner, regional vice-president – Canada & managing director, Chelsea Hotel, Toronto. "We are proud of our admirable reputation."

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## **About the Chelsea Hotel, Toronto**

As Canada's largest hotel with 1,590 guest rooms, the Chelsea Hotel, Toronto, is centrally located and just steps from the city's best shopping districts, world-class theatres, vibrant nightlife and exciting attractions. A full-service urban resort, the Chelsea Hotel has room types to suit everyone and the hotel offers three restaurants, separate adult and family recreation areas and pools – including the "Corkscrew" - downtown Toronto's only indoor waterslide. As a premier family destination, the hotel offers a full range of services including the Family Fun Zone, Kid Centre and Club 33 Teen Lounge. The Chelsea Hotel, Toronto is an independent property as part of the [Langham Hospitality Group's](#) international portfolio of hotels and resorts. The Chelsea is proud to be honoured with the Accessible Tourism Award with the Travel Industry Association of Ontario and the Humanitarian Award with the Hotel Association of Canada. For more information about the Chelsea Hotel, Toronto, please visit [www.chelseatoronto.com](http://www.chelseatoronto.com)