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Dale Carnegie & Associates 2011 Leadership Award
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Putting people first: the Fairmont Royal York Hotel focuses on its people, wins Leadership award from Dale Carnegie Business Group

November 22, 2011 (Toronto) – The Fairmont Royal York Hotel was presented with the Dale Carnegie & Associates 2011 Leadership Award today.

The Leadership Award was created by Dale Carnegie & Associates in 1985 to recognize companies who are dedicated to the ideal that their people, their employees, are as important to the overall success of the organization as any technology, patent or business strategy. These are companies who are committed to improving their performance by developing their people.

Dale Carnegie Training, a world leader in the field of staff development through improved communications and human relations, will celebrate its 100th anniversary in 2012. Today's Leadership Award Presentation marks the launch of one year of Carnegie Anniversary Celebrations.

“Both the Dale Carnegie organization and the Fairmont Royal York Hotel believe that putting people first, investing in people and building relationships with employees and customers is the first priority in business. That is why Carnegie and the Fairmont Royal York Hotel have worked so well together for almost 15 years,” says Kevin Robert Crone, Managing Partner at the Dale Carnegie Business Group in Toronto.

“The Fairmont Royal York has consistently demonstrated its commitment to its employees through a wide range of programs and policies designed to bring out the best in its people, which is why the Carnegie Awards selection committee chose to present the 2011 Leadership Award to the Fairmont Royal York.”

Over the past 14 years Dale Carnegie and the Royal York have worked in partnership to help staff develop and grow. Three Fairmont Royal York Hotel managers enrol in every Dale Carnegie program offered; to date, approximately 180 managers have graduated from the course. An estimated 1700 people have graduated the Dale Carnegie course on the Fairmont Royal York's premises, and thousands more have attended specialty workshops, seminars and preview meetings.

Employees at the Fairmont Royal York have access to programs including management training, high potential internal talent mentoring, ongoing coaching and cross-training system. Staff can access tuition reimbursement for education programs including a partnership with Cornell University online degrees. The hotel offers monthly and annual recognition awards, along with daily informal “Bravo Grams.”

“Businesses which commit to Carnegie principles are among the most successful in Canada. Clients of the Royal York see this commitment everyday, in every detail of the service provided to them. People come first here,” notes Crone.

The Leadership Award was presented by Kevin Crone of the Dale Carnegie Business Group to Andrew den Oudsten, Hotel Manager, and Anna Chartres, Regional Director of Human Resources for the Fairmont Royal York Hotel at the hotel's monthly Managers' meeting.

“Our colleagues are part of a 100-year tradition of delivering excellent service at some of the most iconic hotels in the world, but it is our service and our people that makes Fairmont hotels and resorts so memorable for our guests,” says Anna Chartres.

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For more information, please contact
Rita Smith
647 242 5505
rsmith@dalecarnegie.ca