

# The Fairmont Palliser

## A sense of belonging

**Calgary's Best Places to Work: 2007 Hospitality & Tourism**

WHILE ON THE JOB at the Fairmont Palliser, 23-year-old bellman Andrew Lunse met his rock idols, The Red Hot Chili Peppers, and shook the hand of hockey great Joe Sakic. But lugging suitcases for famous people means little to him, compared with the honour of contributing to the success of the stately 93-year-old Calgary downtown landmark where everyone, from the boss to the bellman, is a "colleague."

"It's an intentional use of the word that acknowledges that we're all in this together," says the former University of Calgary philosophy student. "We stress 'team' in all departments."

Lunse, a White Hat Award recipient in the Best Guest Services category, is an avid traveller and

loves the deep staff discount at other Fairmont properties, which he took advantage of on a recent trip to Japan.

He thrives in the role at the "front of house" (as called by staff) while others keep the hotel running with the precision of worker ants in the "back of house," greeting each other in the hallways and service elevators with a cheery "good morning." Colourful construction paper posters hang on the cinder block walls in the back-of-house corridors to inform colleagues of celebrations at the Trackside Café and community efforts such as this year's adoption of burrowing owls at the Calgary Zoo. The 300-plus colleagues are invested in each other, creating a sense of belonging that extends upstairs to the front office.

"People genuinely care about each other," says general manager Brigitte Fritz, who tears up at the memory of how colleagues rallied around her when her mother died last year.

"More money at the end of the day won't provide that sense of belonging. We've had people leave for more money, and it's thrilling to me when they come back. It's that sense of family they've missed."

- Cindy Stephen



From left: **Andrew Lunse, Jemellee Vilorio Tri Nguy and Janet Jacques.**

**Services:** The Fairmont Palliser is a historic five-star luxury hotel offering distinct accommodations and memorable guest experiences.

**Number of Employees:** 184 full-time, 140 part time and 13 casual.

**Key Employee Benefits:** Deep discounts at Fairmont properties worldwide, free meals at the Trackside Café, an employee assistance program offering legal advice, budget, nutrition and family counselling, discounted membership at the hotel fitness centre and bonuses for business referrals.

**Why it's a Best Place to Work:** The Palliser has excellent communication between staff, a high regard for colleagues and great opportunity for advancement. It also has outstanding employee recognition programs and a unique sense of belonging.

Environmental Programs 2006-2007 Comparison: Percentage of employees who say their company has the following environmental programs:	PROGRAM	2006 SURVEY	2007 SURVEY
	Carpooling	9%	11%
	Use of "green power" and/or non-fossil fuel energy sources at office and/or plant	7%	6%
	Fuel-efficient cars in fleet or leased for management	7%	6%

**Calgary's Best Places to Work 2007 Honourable Mention: Hospitality & Tourism Calgary Telus Convention Centre**  
 "We work in an environment of respect and integrity, qualities our leader exemplifies. We have flexible benefits, generous and competitive salaries, and outstanding colleagues." — *Telus Convention Centre employee*