



For Immediate Release

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**Low-res photo attached. High resolution photos available upon request.*

Accent Inns Wins Award For Putting Their Employees First

Vancouver, BC – Accent Inns Inc. has won the coveted 2019 Employees First Award, presented last night at the BC Tourism Industry Conference Gala. The award is sponsored by go2HR, BC's tourism human resource association, as part of the 2019 Tourism Industry Awards.

The [Employees First Award](#) recognizes a British Columbia tourism industry employer who has upheld high standards of excellence in human resources and people management practices. A family-run business deeply rooted in family values, Accent Inns' work environment reflects a strong sense of community and support for all staff. Employees are encouraged to take care of each other, have fun and share their fun with others to spread positivity in the workplace.

"We were so honoured to sit with the finalists, Point Group Hospitality and Scott's Inn and Restaurant, who are putting people first," said Mandy Farmer, President and CEO of Accent Inns Inc. "Nothing is more important than how you treat people. Thank you go2HR for being a champion of people first."

Taking feedback from their employees, in 2018 Accent Inns rolled out a new onboarding and training program to welcome their employees under both their brands: Accent Inns and Hotel Zed. The "Welcome to Hotel Awesomeness Training", or "WHAT?", provides new staff with branded gifts tied to the company's four core values and sets them up for success with check-ins at 30, 60, and 90 days.

Since then, the company has seen an increase from 85% in 2017 to 95% in 2018 of staff agreeing with the statement "I am happy to be here" in the employee survey results. Twenty-two per cent of their staff have been with the company for over 10 years, and they hope to improve their retention rate by 20% in the first six months with their new onboarding program.

"We often hear examples of Accent Inns and Hotel Zed's creative, positive work culture via social media and word-of-mouth, like their peer-to-peer recognition program and turning their hiring fair into an actual carnival 'fair'," said Arlene Keis, go2HR's CEO. "Their dedication to staff wellness and satisfaction is reflected in their outstanding rate of positive reviews from customers, a clear demonstration that putting employees first is good for the bottom line. Congratulations to Mandy and her team for winning this well-deserved award and we look forward to hearing about more exciting achievements in the future."

Learn more about the Employees First Award at <https://www.go2hr.ca/retention/employees-first-award>.

About go2HR

go2HR is BC's tourism human resource association, responsible for coordinating the BC Tourism Labour Market Strategy. go2HR provides tourism employers with resources in the area of recruitment and retention, as well as training and certification programs to develop relevant skills for prospective and current tourism and hospitality employees. For more information, visit www.go2hr.ca.

- 30 -

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