



“It is just easier to avoid injuries and get them doing things right from the start.”

Caroline Whitehead, General Manager
Podollan Inns, Salmon Arm, BC

We run a completely clean and high-quality hotel and that, to me, comes down to safety and being organized.”

“Training starts them off the right way. They don’t pick up any bad habits and they know what is expected of them and that’s how they continue on.”

New employees receive 16 hours of intensive training on how to work properly, efficiently, and safely while pushing carts, lifting, making beds, and cleaning. “It may seem like overkill to train them on tasks such as making a bed, but the proper way to make a bed is a big deal. I want the beds made a certain way for our guests, and I want the staff to do it properly so they don’t get back injuries.”

“If I were to have an employee off with an injury, it is a lot of grief for them and me. It is just easier to avoid injuries and get them doing things right from the start.”

“Tourism and hospitality is a customer-oriented industry. If my staff feel safe and secure at work, they are happy, they make our customers happy and they also go home happy. So, to me, it’s basic common sense.”

About Podollan Inns

Built in 2001, this is a first-class boutique-style hotel with full amenities (in-room robes, duvets, walk-in showers/soaker tubs, dual data ports, extra large desks, microwaves, fridges, and some kitchenettes).

Currently our facilities include a restaurant, laundry facilities, and a tropical free-form pool with 16 fountains and 2 waterfalls. Our guests can also enjoy hiking trails, gazebos, picnic areas, flower gardens, and a trickling creek that runs through our 18-acre property.

We employ up to 20 employees in the summer months, not including restaurant staff. Our goal is to provide guests with a first-class experience while visiting in the Shuswap.

For more information contact:

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Or visit their website at:

www.podollan.com/podollan_inns/salmon_arm/default.htm