

RADISSON SALUTES CLEVELAND FRANCHISE

► Source: [Lodging Hospitality: May 15, 2004 issue](#)

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Among the winners of Radisson's annual President's Award, the Radisson hotel Gateway Cleveland stands out for its track record of excellence. TMs is the third year in a row it's been recognized.

The President's Award is the brand's top honor for hotels. It recognizes hotels that have demonstrated exceptional commitment to guest service and product quality. These hotels also achieved the top scores on the annual quality review by LRA Worldwide for cleanliness and consistency in meeting and often exceeding the brand's product quality standards.

The 142-room limited-service property, owned by the United Church of Christ, is located in Cleveland's Gateway neighborhood, home to the city's baseball and basketball arenas, and a prime source of business for the hotel in a soft economy.

General Manager Carla Gold's high-energy, hands-on management style commands employee loyalty and superior service. A lean staff counts many who've been with the hotel since it opened in 1998.

"It's all about respect," says Gold. "Employees aren't lost in the shuffle because we're not a large company. (Former Cleveland Indian) Vern Fuller and myself are the management company," she chuckles. "We're more hands on and we give people the tools to serve."

An example of criteria used to determine President's Award winners is a calculation based on complaints per 1,000 occupied rooms to Radisson's central customer service and conformance to the company's 100 Percent Satisfaction Guarantee program. "Last year, only five people called customer service with complaints," say Gold. "This may sound like a cliché, but it all comes down to maintaining a truly engaged staff that treats customers well."