

An Intimate Look Inside Auberge des 21 – A Tranquil Retreat in Saguenay

Step into a World of Hospitality Excellence, Culinary Delights, and Sustainable Practices



Saguenay, Quebec Dec 18, 2023 ([Issuewire.com](https://www.issuewire.com)) - Auberge des 21 is located in La Baie, on the shore of the majestic Saguenay Fjord and the Marine Park. This enchanting inn blends charm and comfort with a warm family atmosphere as well as fine regional cuisine. We find out more from hotelier, Valeria Landivar in the wake of it receiving recognition in the Resort & Retreat Awards 2023.

Offering the convenience of a city inn combined with the warmth and personal touch of a boutique hotel, Auberge des 21 sits in the heart of a breathtaking landscape on the edge of the Saguenay River in Quebec, Canada.

Under the new ownership of Valeria Landivar, a highly engaged figure in the hospitality industry, Auberge des 21 has now been reinvigorated and infused with a strong sense of hospitality and energy.

The hotel's core values revolve around creating a home-like atmosphere and delivering exceptional hospitality to every guest.

“We ensure that these values are upheld by fostering a sense of dedication and pride within our entire team,” explains Valeria, telling us what sets the firm aside and positions it above competitors. “Each team member takes immense pride in their work, and we are grateful to have a close-knit family of employees who consistently demonstrate their commitment to our shared values. We take a genuine interest in our guests’ stories, getting to know them personally and remembering their preferences to provide a more personalised and improved experience with each visit.”

In the wider market, Valeria has noticed the impact of digital transformation and automation on the hospitality industry. To adapt, the hotel is implementing processes that streamline its operations and reduce the workload of its colleagues. By leveraging technology, Auberge des 21 aims to provide all team members with more time to focus on delivering excellent service and personalised experiences to each guest.

“We consider ourselves fortunate to have an adaptable team that embraces growth and optimisation,” Valeria elaborates. “Our staff at Auberge des 21 is the heart and soul of our establishment. Our company culture revolves around teamwork, respect, integrity, work-life balance, and a sense of belonging. We foster an environment where everyone feels valued and supported, and our team members consider themselves part of our extended family.”

When it comes to recruitment, Valeria prioritises finding individuals who are passionate about hospitality and share her commitment to creating a welcoming environment. She specifically looks for qualities such as warmth, professionalism, attention to detail, and a genuine desire to exceed guest expectations.

In such a vast industry, the firm must continuously strive for greatness by providing a peaceful atmosphere, personalised attention, clean and well-appointed rooms, as well as a restaurant with delicious culinary creations.

“Our unique selling point definitely lies in our warm and welcoming team, who will make every guest feel like part of our family. We understand that customers have numerous options, and by prioritising the individual needs and preferences of our guests, we stand out as an excellent choice for those seeking an unforgettable experience.”

Auberge des 21 is proud to have been selected as part of Quebec’s inaugural showcase cohort for circular economy hotels, positioning it as a responsible hotel that prioritises actions for future generations.

Through various initiatives implemented, the hotel has gained recognition for its remarkable efforts and commitment to sustainability, the latest of which is the title of Best Modern City Hotel 2023 – Saguenay in the Resort and Retreat Awards 2023.

Now as the future beckons, there are exciting developments in the pipeline for Auberge des 21.

“We are focused on building valuable relationships within our community and supporting them through enriching activities,” Valeria enthuses. “Additionally, we are committed to strengthening our team and ensuring their continued growth and development. Our efforts are directed towards optimising our customer experience by creating spaces designed to provide them with the utmost comfort and unforgettable moments at Auberge des 21.”

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