



MEYER  
JABARA  
HOTELS

## *about Meyer Jabara Hotels*

Meyer Jabara Hotels is a multi-branded hotel management company, owning and managing hotels that size from 38 room boutiques to 508 rooms in a full service convention hotel setting for over 42 years.

Our successes in opening new build hotels as well as repositioning existing hotels is recognized industry wide. As a hotel management company, we focus on top line revenue growth and effective cost controls that deliver results that always improve the overall value of any hotel asset. We deploy an entrepreneurial approach to the hotel business, managing hotels for our partners the same way we manage the hotels we own.

We provide a full range of hotel management services including but not limited to asset management, sales & marketing, revenue management, accounting services, human resources and risk management.

Meyer Jabara Hotels has distinguished itself as an employer of choice within the hospitality industry. Our hotel management teams have a history of longevity. The current average tenure of our General Managers exceeds 11 years. This is accomplished by creating a culture where associates are encouraged to reach their fullest potential. Continue on to learn more about Meyer Jabara Hotels.



*Trusted Partnerships...  
Lifelong Relationships...  
Positive Results...  
Hallmarks of our  
Successful Journey*

## meet the owners



**William Meyer**  
*Chairman*

Following his graduation from The Wharton School, London School of Economics and Georgetown Law School, he became a member of the New York and Florida Bars. He later graduated from Harvard Business School.

He is presently chairman of Meyer Jabara Hotels, with offices in Danbury, Connecticut and West Palm Beach, Florida.



**Richard Jabara**  
*President & CEO*

Richard Jabara is a second generation hotelier and has been active for 40 years in the development and management of hotels. A graduate of the University of Denver Hotel School, he is experienced in the turnaround of distressed properties and all facets of hotel development, including site location, construction and major renovations.

## our leadership team

Henry V. Kelley | *Chief Financial Officer*

Mark McGehee | *Senior Vice President of Sales & Revenue Management*

Eric Churchill | *Vice President - Operations*

Rick Odorisio | *Vice President - Operations*

Ron Antonucci | *Vice President - Operations*

Denise Maiatico | *Vice President - Lehigh Valley*

Mark Ranieri | *Vice President - Tri-State Area*

Abigail Clarke | *Senior Vice President of Human Resources*

Justin Jabara | *Vice President of Development*

George Rendell | *Senior Vice President of Architecture & Construction*

Debbie Sawicki | *Corporate Controller*

Daroyl McDonald | *Senior Vice President of Purchasing*

John Bello | *General Counsel*

Terri Stanganelli | *Senior Director of Risk Management & Telecommunications*

Jen Dahler | *Strategic Marketing & Communications Director*

Bob Hartman | *Chief Cultural Officer*

Alan Chandler | *Chief Information Officer*



## *culture / The Journey*

A company's culture is not a destination or a human resources program of the month, it is a journey. It is a collection of all the small actions and big strategies, the monumental decisions and the minute interactions which make up each day. Every company has a culture. Some choose to take what they get while others work hard to create and nurture a culture that is fundamental to their success. Meyer Jabara Hotels acknowledges the associate as a key stakeholder and works as hard to create outlandishly engaged associates as they do to create returning, raving guests. This culture is known as "The Journey". Within The Journey Culture all associates are encouraged and trained to accept the gift of empowerment and responsibility for providing superior customer service and differentiated repeatable experiences for our guests. Each member of leadership attends the "Leading The Journey" interactive training class which prepares the leader to nurture and perpetuate the Culture. Each associate attends the interactive training class, "Living The Journey" which showcases the benefits and expectations of living and working within this Culture. Each class focuses the participants on the ten foundational Journey principles and how we work together to achieve success.



## *ownership and brand partners*

Since our first hotel in Danbury, Connecticut, Meyer Jabara Hotels has been owning hotels for over 42 years. During this time we have developed properties all over the United States. From boutique properties to large convention style hotels, we have the expertise and experience. At the end of the day, we are owners and approach business with an owner's mindset.

Our brand partners include:



## *third party management services*

Our experienced team offers a full complement of management services to provide maximum support and achieve substantial revenue growth. We are driven and committed to formulate the best possible solutions for staff and management. Our culture style sets us apart from

the standard solutions - we care about employee growth, bottom line improvement and asset management. Our hotel owners and lenders validate our worth as a hospitality management company.



### Increasing Revenues

- Sales
- Digital and Traditional Marketing
- Revenue Management
- Reservation Call Center
- Group Sales Desk
- Online Reputation Management



### Controlling Expenses

- Accounting
- Forecasting and Budgeting
- Payroll
- Purchasing
- Insurance



### Supporting Operations

- Human Resources
- Cultural Development & Associate
- Training
- Risk Management
- Legal
- Construction Management
- Financial Reporting

# *development services*

## Pre-Development & Development

Without a strong development foundation, a project is faulted from the beginning. We specialize in all aspects of development and have done so across the nation with many different hotel classes from boutique to full service. Hotels are a complicated asset class. “Ever ask yourself what brand should be on the property or who is going to negotiate the franchise? What about why is the shower mixing valve in the wrong spot or why there are no outlets next to the bed? Even worse, how did this project become so over budget? Let us leverage our 40 years of experience so that you develop the most competitive asset in the market”- Justin Jabara

## Asset Management

We provide advisory services to hotel owners and investors with respect to brand affiliations, renovation strategies, purchase contract due diligence, and value maximization.

## Feasibility Analysis

Research, investment analysis and detailed market due diligence/feasibility are core services offered by Meyer Jabara Hotels. Available to both outside clients and prospective partners, we offer the following market/feasibility/due diligence services for both new developments and existing assets.

## Acquisitions

From finding the right property to executing a complicated development thesis of repositioning, we have the team and in-house specialties to make it all come true.



## *industry leading results & key performance indicators*

Managing your online reputation for your hotel may seem like a daunting task. At MJH, we have implemented best practices for our hotel teams to utilize at the property level. Any hotel that does not meet our top 10% standard is provided with weekly coaching and shared learning

opportunities. At MJH, we understand the value of online reputation and believe it is where our guests' story begins. Our online reputation management team provides one-on-one guidance and specific tactics that offer historic success in improving visibility and ranking.



### Guest Satisfaction Surveys

At MJH, Guest Satisfaction Surveys serve as a Key Performance Indicator (KPI) measure of each of our hotels' performance. As a result, it is required that the hotels work diligently with their team to ensure that month-to-month, they rank above the hotel's respective brand average.



### TripAdvisor

In 2019, 96% of the hotels in the MJH portfolio received the TripAdvisor Excellence Award. TripAdvisor ranking is a focus of Meyer Jabara Hotels. Hotels that rank in the top 20% or better in their markets are considered in the "green zone". In the event that a hotel dips below their top 20% status, they are coached weekly with best practice advice and other digital support until they achieve green status once again. KPI of top 20% in ranking keep the teams consistently focused and looking for ways to improve and lead the industry with high-achieving results.



### Google

Google Business Listings are monitored closely for accuracy, engagement and Search Engine Optimization (SEO) opportunity. With digital presence being a key focus of MJH, website traffic, referrals, reviews and other variables serve as KPIs to monitor progress and successes.



## *company history*

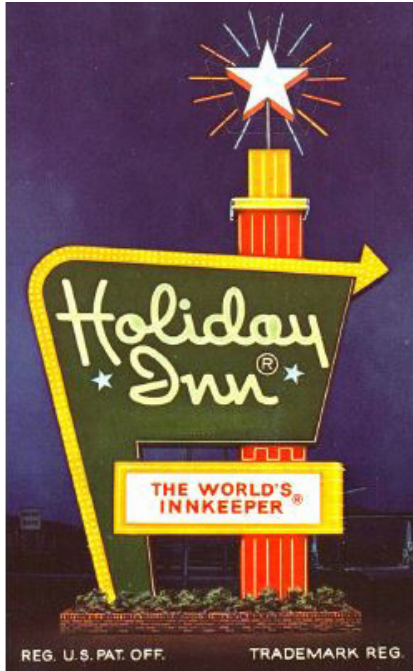
Meyer Jabara Hotels began as Motel Hotel Associates in 1977 with the purchase of the Holiday Inn in Danbury, CT. Since then, and for more than 40 years, William Meyer and Richard Jabara have been expanding their hotel portfolio throughout the eastern portion of the United States.

Today, Meyer Jabara Hotels owns and operates a diverse portfolio of 26 branded and boutique hotels with more than 4,300 rooms in 11 states. The hotels range in size from 38 rooms to 508 rooms and are operated under licenses from Marriott, Hilton, Cambria, Holiday Inn and Hyatt. The Inner Harbor of Baltimore features 3 of the company's most unique boutique offerings, each carrying the exclusive MJ brand: "Harbor Magic".

Richard Jabara is President and Chief Executive Officer of Meyer Jabara Hotels, leading the organization from its Danbury, CT office. This second generation hotelier has 40 years of hospitality experience. Under his leadership, Meyer Jabara Hotels has won awards for excellence from five different franchisors.

William (Bill) Meyer is Chairman of Meyer Jabara Hotels and maintains his office in West Palm Beach, FL. Following his graduation from the Wharton School of the University of Pennsylvania, The London School of Economics and Georgetown University Law School, Bill Meyer became a member of the New York and Florida Bars and a specialist in real property law. He

was serving as President and Chief Executive Officer for Servico, Inc., one of the nation's largest hotel companies, when he and Richard Jabara joined forces. Today, he brings expertise in hotel operations, development, finance and acquisitions to the Company.



Allentown, PA was an important location in the evolution of Meyer Jabara Hotels. The Company's third hotel was an unfinished property at the airport which the Company developed into a highly successful, community focal point - The Sheraton Jetport. Soon to follow, they developed the first convention center hotel in the portfolio - The Holiday Inn Lehigh Valley, PA, just outside of Allentown. Within this property they launched their first full-service themed restaurant, Teddy's. Other themed restaurants and lounges would follow in the Company's full service properties.

Today, all Meyer Jabara properties design and deliver unique destination experiences for their guests which differentiate the hotel within its respective community and provide added-value beyond typical brand hotels. Both owners believe in and nurture a very unusual company culture known as "The Journey" - a combination of strategic leadership tools and behavioral principles that focus each associate on delivering exceptional and memorable experiences for their guests.

Meyer Jabara Hotels has consistently looked at their hotels through the eyes of the guests they serve to stay at the forefront of the hospitality industry.

# *property awards & acknowledgments*

## Hilton Wilmington/Christiana

Robert Fratticcioli - Chef of the Year 2018, voted by American Culinary Federation -  
First State Chef's Association

WeddingWire Couples' Choice Award (2014 - 2019)

Best Wedding Reception Venue in Delaware, voted by Delaware Today (2016 - 2018)

## Providence Marriott Downtown

Hotel Chef of the Year by Rhode Island Hospitality -  
Executive Chef Franco Paterno

Hotel Employee of the Year - Susan L, group coordinator

Providence Warwick Convention & Visitors Bureau's R.O.S.E.  
Award - Zach P.

## Hilton Ocala

2018 Exceptional Employer Award by Project SEARCH

Best Wedding Venue in Ocala 2017

## Cambria Hotel White Plains - Downtown

Cambria Suites General Manager of the Year for 2018 -  
Sean Meade

## Pier 5 Hilton Curio

Second highest ecosure score in entire region,  
95%

## Residence Inn Bronx

Awarded Platinum (top 5% in brand) for  
Guest Satisfaction





# FRONT DESK

NEWS, IDEAS, AND INSIGHTS

## SUCCESS STORY

### Three Generations and Counting

JUSTIN JABARA RECALLS THE PAST AND CONSIDERS HIS FUTURE AT MEYER JABARA HOTELS BY ELLEN MEYER

LIKE MANY OF THE UP-AND-COMING MILLENNIALS in the hotel business, Justin Jabara has a family connection to the hospitality industry. His father, Richard Jabara—himself a second-generation hotelier—co-founded Danbury, Conn.-based hotel management company Meyer Jabara Hotels with partner Bill Meyer in 1977.

But anyone who thinks this heir apparent of Meyer Jabara Hotels was handed his current position on a silver platter should think again. Jabara, who is now vice president of development and acquisitions, has worked in nearly every position and capacity at the company's operated hotels, including guest service, construction, and food and beverage. He also worked full time in hotels while pursuing his undergraduate degree in hospitality management at Johnson and Wales and later took post-graduate courses at Cornell and Harvard Business School.

"Although our goal has never been to be the biggest, it is our goal to be the best."

**JUSTIN JABARA**  
VP OF DEVELOPMENT,  
MEYER JABARA HOTELS

Jabara says that he and his three siblings grew up touring the company's properties with their father, spending days supervised by staff in various departments when their dad worked. But he says it was his grandfather, Theodore (Ted) Jabara, who originally started the family on the road to becoming a hotel family. As Jabara tells it, "My grandfather, Ted, was travelling along the interstate in the Carolinas while selling linen to the hotel industry, and was taken with a half-built hotel property located just off the interstate. It was bank-owned and in a great location, but he didn't have enough money to buy



**ALL IN THE FAMILY**  
Justin Jabara, VP of development for Meyer Jabara Hotels, is a third-generation hotelier—the business is in his blood.

it himself. He asked first one neighbor, Monroe Seifer, and then another, Arthur Meyer, Bill's father, and between the three of them, they were able to buy it and finish construction. The funny thing was that none of them except Monroe knew how to run a hotel."

Jabara continues, "The three partners then divvied up the work. Arthur, who was a lawyer, took the finance and real estate end, while Monroe ran operations. My grandfather handled purchasing and oversaw renovations." They were early adopters of the Holiday Inn brand, and started picking up locations along Interstate 95 and expanding. In 1969, they merged their hotels into Service, Inc., and took control of the public hotel company.

Richard Jabara and Bill Meyer took a different path than most: Richard, a University of Denver graduate, as food and beverage director at a Holiday Inn in Manhattan, and Bill, a Wharton grad who was also a New York →

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"I only want to work with partners, developers, and people who share the same vision and beliefs we do - and if they don't, it's probably not a good deal for us."



Lodging Magazine October 2017

[Click here to view full article](#)

# *global coverage*

*Click title to view article.*

## 2018

Submerged Garden: Andrea Bonfils Underwater Floral Photographs Dazzle for Florida Hilton Hotel Project – April 2018

Destination Review - Ocala, FL – April 2018

The Swankiest Hotel Pools in the Northeast - July 2018

## 2017

Romantic Weekend in Wilmington, DE & Brandywine Valley, PA – October 2017

A Quick Guide to Providence, Rhode Island – July 2017

Enjoy the Outdoors in Providence This Summer – June 2017

Destination Review – Providence, Rhode Island - November 2017





## *featured articles*

*Click title to view article.*

### 2018

Create an Army to Grow Culture - December 2018

How to Create a Dynamic, Inclusive Work Environment - July 2018

Meyer Jabara Hotels Looks West to Expand its Footprint - June 2018

Culture Shift: Working in 2018 & Beyond - June 2018

How to Make Hotel Shuttles an Extension of Your Property - May 2018

Differentiate Through Design - Creating Standout Properties - May 2018

Meyer Jabara Hotels to Manage First Cambria in Baltimore -  
January 2018

### 2017

Three Generations & Counting - Justin Jabara - December 2017

Independent Roundtable: What it Takes to Operate Alone -  
October 2017

Meyer Jabara Hotels Celebrating 40 years of Strength  
in Hospitality - October 2017

Five Rules for Designing Operationally Efficient  
Hotels - November 2017

Meyer Jabara Hotels to Operate Cambria  
South Boston - September 2017

A 40 Year Deal - HotelsMag.com  
(digital page 20) - September 2017



# *award winning food & beverage*

*Click title to view article.*

## 2018

Providence Marriott Downtown Executive Chef Franco Paterno Selected as Hotel Chef of the Year

A Weekend In Providence Forbes Magazine:

Meyer Jabara Gets Creative While Collaborating

Best Practices in Food & Beverage have Meyer Jabara Hotel Seeing Green

All New Hilton Ocala featured in Ocala Style - Find Your Unbridled Spirit at the Hilton Ocala's Market Kitchen & Bar

The Chef's Table and The Pastry Studio at the Crowne Plaza in Reading PA

## 2017

Providence Marriott Downtown Executive Chef Franco Paterno Guest Chef on Local News

Locally Sourced Farm-to-Table Can Now Be Found at the Newly Renovated Market Kitchen & Bar





## CONTACT INFORMATION

*[www.meyerjabarahotels.com](http://www.meyerjabarahotels.com)*

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**Richard Jabara, President & CEO**

**Justin Jabara**

Vice President - Development

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