

Bernardo Gubert

“Planting goals and growing people... one heart at a time.”

Each day begins in the lobby of his hotel... smiling, greeting, serving. He models the expectation of developing heart connections and partnerships. The potential for a grand day awaits each and every guest. Bernardo Gubert feels it is his job to help start these grand days for the guests of his hotel.



Maybe he thinks of each day as an adventure because he began his hospitality career in the cruise ship business. There are days the Courtyard by Marriot Copley Square that are like a big cruise ship on land, busy with activities, celebrations and fun.

Bernardo was born and raised in Portugal and moved to Canada for his studies. His cruise ship gig turned into a ride on the Love Boat when he met his wife, Erin. She was an American citizen and they chose to move to New York to start their family. Bernardo smiles as he explains, “New wife – New country – No Job.” So, he knocked on the door of the Waldorf Towers and never looked back.

In 2011, he became a part of the Meyer Jabara family. Transparency is one of his favorite cultural axioms. “We share everything. There is nothing to hide. Knowledge gives us the competitive edge and honesty gives us trust and equality.”

Growing people is a passion of Bernardo's. He loves to focus on each individual associate and help identify what path will make the biggest positive impact. “We are all programmed to be successful,” he states with a big smile on his face. “If you're going to do something – give it your best shot. Reach higher and higher and set high goals. That's fun!”

Bernardo has achieved incredible goals in the world of hospitality. He leads a team of Trip Advisor masters. He understands discipline and hard work – having studied martial arts for more than 15 years. He and his wife enjoy life with their three children helping to create memorable moments for all he serves.

Billy E. Tingen

*“Each day is a quest to unlock the treasure of stories
ready to be told by our guests.”*

We are all a collection of our life experiences. Inside of each of us is a story to tell. Billy Tingen respects the stories of his guests and strives to make a welcoming first impressions that speaks, “Tell me all about it. I care.”



Billy is a liberated introvert. He credits retail and grocery store sales with that, forcing himself at an early age to reach out and serve others. His own life has presented two significant tragedies which prioritized what is truly important in our time on earth. People are important. Relationships matter. Hearts must be connected. It is how we heal, learn and carry on.

The MJ Journey culture mirrors his own beliefs and ideals and even makes them stronger. He is more patient because of his time with MJ. He values, not the days he has with guests, but the moments. Empathic service is his secret weapon... simply imagining what it would be like to be the guest and then serving accordingly.

Billy's service is not reserved for the paying guest. He is a mentor as well, serving associates with that same empathic heart. He views the breakfast attendant team as a unified portal, creating amazing experiences through which the guests travel with excitement and joy. How does he know it works? “GREAT GSS OF COURSE!” he exclaims. It is often said throughout the hotel, “When Billy speaks, we listen.”

Billy enjoys an amazing support system at home with his wonderful wife, Dottie and two amazing children. They enjoy being outdoors, hiking, selecting flowers for arrangements and just breathing in the beauty for well-deserved mental breaks.

Billy Tingen serves up the Journey words KINDNESS, SINCERITY and EMPATHY with his behaviors each morning in the world of Harbor Magic.

Kasey Bancroft

“Finding the power in each moment to make a significant difference.”



Family rules for Kasey Bancroft. From her family, she finds her strength. To Kasey, the team at the Providence Marriott is like family. So it was completely appropriate when her boyfriend recently chose the Marriott as the location for that unforgettable moment of proposal. To share such an important moment in her life, with the people she cares so much about, was simply perfect.

Moments matter to Kasey. She is in the moment making business. She explains, “When we speak of ‘memorable moments’ we talk about our guests. But I also see Meyer Jabara striving to make ‘memorable moments’ for our associates. We care about our teams.”

Since 2011 Kasey has called the Marriott her home away from home. She has worn many hats in her career with guest service. She began as an intern with the Johnson and Wales program. She worked at the front desk of the Marriott and learned the power of a genuine welcome and grand first impression. Her most recent promotion transported her into the realms of house-keeping and leadership. For that reason she embodies the phrase, “Change is Good!” Today she is Assistant Director of Services and thrives on helping others find engaging, unforgettable moments. She believes in her team and takes joy in leading. “This team deserves greatness from each member. We have each other’s backs. We work together. We are one.”

Kasey is a property champion of The Journey and describes the culture as a tree. “The Foundational Principles are our roots and our different hotel teams grow from those roots. We branch off in different directions... locations, brands, offerings... but we come together as one around our trunk... our Journey.”

When the door closes at the end of her workday, Kasey enjoys country music and line dancing. The words often used to describe Kasey are: supportive, growing, learning, sharing and energetic.

Christy Duncan

*“We can only see the stars shining brightly
from within the night sky.”*



Her day begins by ensuring all are “tucked in” for the endings of their days. Once the evening calms down and all is secure, the life of the Night Auditor begins. Many night auditors love the quiet seclusion of the job... often hiding in a back office, avoiding people. It is not uncommon for the day shift to not even know the Night Auditor. But in Ocala, Florida, the Night Auditor is as much a part of the team as the Front Desk Manager at the busiest check-in time of the day. Christy Duncan may not be visible to the day shift, but she is definitely a vital member of the team. When the ball is carried during the day, Christy takes the hand off and ensures all the plays are carried out seamlessly during the evening. She leaves messages and emails her day shift team members, keeping the bridge open from night to day for each and every guest.

Christy’s shift begins as other shifts are ending, so sometimes she comes in early just to touch base. She is a trainer at heart, guiding and showing the way. She even created a step-by-step Standard Operating Procedure manual for how to do the audit correctly. It is now a part of training any auditor and makes all departments run more smoothly.

Just as Christy sticks the night and the day together at the Hilton Ocala, she is the glue that keeps her family tightly bonded. She and her husband, Dwann, take care of her mother. She is an amazing aunt to several nieces and nephews. Family vacations to the Smoky Mountains is high of her list of favorites. But her dream trip would be to go during the Smokies’ Christmas Season.

She also loves to bake. The legacy born from the Duncan kitchen would be her incredible fudge and her mother’s homemade egg noodles.

Why is Christy Duncan a Mirror of MJ? Her reflection reveals the best and brightest of examples of accountability, mentorship, three-legged stool and servant-hood.

Dan Altizio

“...Big Man... Big Heart... Big Vision.”

After a first impression one would say, “BIG” when describing Dan, referring to his imposing stature. After a second, third, fourth and fifth impression, one would still call him “BIG”, but this time for the size of his heart.

One guest explains, “When I stay at this hotel, I don’t just feel like a guest, I feel like a special guest in a good friend’s home. That is the type of reception Dan always provides me with and that is the deciding factor in why I choose this hotel.”

Dan Altizio has a special knack for recalling a guest’s name, preferences and personal uniqueness. But what makes him even more special is his willingness to share that knowledge with others, so the glory of developing true heart connections is shared throughout the team.

Dan began his professional life at the Albert Einstein College of Medicine as a research assistant, but he quickly realized he would rather meet specimens face-to-face and in fun and happy environments. During his tenure as a Night Auditor at the Mt. Kisco Holiday Inn, he was bitten by the hospitality bug and he doesn’t plan on finding a cure. He also found the love bug there and began dating his now fiancée, Leanne, who was working at the Front Desk.

He moved through the MJ organization as a Controller for Mt. Kisco and then on to the Stamford Marriott. The brand new Hyatt Place in Flushing, New York, was his next transfer and it is here that he finds his greatest chance to make a significant difference. The Hyatt Place staff is new and many are learning the industry ropes. Dan is an awesome teacher who marries the brand’s standards with the MJ Way. He and his team take joy in collecting their learning and sharing it throughout the MJ family. Three words resonate with Dan and his team... change, balance and vision. These focus words come together to paint a beautiful picture of MJ’s new Hyatt Place.



Donna DiOrio

“They are not clients... they are my friends, or soon will be.”

Her hope chest is not filled with treasured keepsakes of quilts, sterling and jewels... it is overflowing with the stories of people who have been served during the most monumental moments of their lives by Donna DiOrio and her team.

She promises the moon and delivers the universe. And she does it with grace, joy and a willingness to share the glory. Thirty-one years ago she walked in the doors of the Providence Marriott for a job interview and her heart has never left. These three decades have allowed her the gift of deep relationships. “What greater joy could there be then doing a former client’s daughter’s wedding, and hosting that bride’s baby’s Christening, watching that baby grow and celebrating graduation. This year it all came full circle when we delivered an amazing wedding for that same child that I held in my arms as she was blessed.”

Donna lives by the principle, “Change is Good,” constantly having to adapt to the changing trends, communication styles and desires of her brides, business partners and leisure groups. She leads, learns and then rallies the troupes around the application of that learning. Positivity is contagious when it is being spread by Donna. Every day is an adventure just waiting to unfold.

Her daughter, Reneé is Donna’s best friend. Her grandson, Michael is the light of her life. A small pack of five dogs and two parakeets keep her hopping and her son-in-law, Mike, holds the family together with his wisdom and support. When she is not matching a napkin to a color scheme or teaching a new associate how to fly with the flock, she is watching her grandson play sports, or maybe she is gardening, swimming or shopping.

When asked what is like to work for Meyer Jabara, Donna smiles and confesses, “I could not give more of myself if this was my own business because I really think I own it! The Journey encourages us to think and act like entrepreneurs.”... Maybe it is Meyer Jabara DiOrio Hotels!



Dorothy Ann Dodson Noble

*“...Eye always on the ball... heart in the game...
playing with passion.”*

If a Golden Glove Award for handling the hearts of guests was ever awarded, Dorothy Noble would take it home. As a Slow Pitch Softball Hall of Famer, she understands how to work hard, deliver excellent performance and play on a team. She understands the fact that we must come to play this game of hospitality at 100% every day. She is a key player in the Courtyard Server team that ranks consistently among the top in the Courtyard by Marriott brand.



While cleaning up the Great Room after a very busy day, Dorothy noticed something stuck in the corner of one of the chairs. When she pulled the item from the chair, she revealed a \$100 bill! She recalled seeing one of the regular guests sitting in that very spot earlier in the day. She learned he had already checked out, but she knew he would come again, so she put it aside for that next time opportunity. When that time came several months later she approached the gentleman, “I’ve been waiting for you,” she exclaimed. “You left something here during your last visit.” His eyes popped from their sockets when he saw his \$100 bill. He stood in awe that someone would return ANYTHING, much less money! This time when he checked out, he left something again. A thank you note with \$50 inside for Dorothy.

Dorothy shines as a Mirror when she cares for the guests like they are her own family. She loves to share her photography skills with them, often taking pictures of special moments and gifting them. One time she even took pictures of a family from India as they stood knee deep in snow. They had never seen the white stuff before and giggled like little children. She preserved it all for them and surprised them with the gift of a treasured photograph.

Her caring and compassion does not stop with hotel guests. She and her husband, Gary, love to take care of animals and the environment. The outdoors and physical activity rejuvenate Dorothy so she can return day after day to make memorable moments for the guests of the Courtyard Canton.

Erin Santangelo

“Erin, who do you share the story of The Journey with?”

Her answer, ‘Anyone I can get my hands on!’ ”

There are those special few that come to mind when you hear the words “incredible,” “A+,” “above & beyond” and “necessary.” Erin Santangelo is one of those few.

She began at the Hilton Ocala as a Guest Service Agent. Her can-do attitude and infectious smile was just what was needed on the Sales & Catering Team. She is well-liked and respected by her fellow associates, so much so that every department nominated her for Associate of the Year. As an Ocala native, her heart is connected to the beautiful grasslands, rolling rivers and loving people. Her hand is perpetually raised for volunteerism... Special Olympics, American Heart Walk, Relay for Life, Domestic Violence Prevention, Stamp Out Hunger, Habitat for Humanity... the list goes on and on. Each time she stands as a volunteer, she brings the brand of the Hilton Ocala proudly by her side.

As Sales & Catering Coordinator, Erin understands that her job isn't about napkins, tablecloths and small plates. It's about people. “The look of joy, peace and love I see at the end of a bride's special day, that's my reward! That's when I know we have done our job!” Erin knows that the look is created by paying attention to the moments. The moments combine to make stories and those stories are passed down through the generations. Then the brand of the Hilton Ocala lives on. She takes that responsibility very seriously.

Erin affectionately proclaims that she married her best friend and their family is growing; baby #1 is on the way. Up to this point, one of her favorite “babies” has been Buddy, the resident Clydesdale. She is truly a buddy to Buddy, complete with a daily scratch behind the ears and a few Buddy Biscuits. If Buddy could vote, surely he would put a check next to the name Erin Santangelo for MJ Mirror!



John Ragona

“Like a lighthouse, he shines, beckoning all to come along for The Journey.”

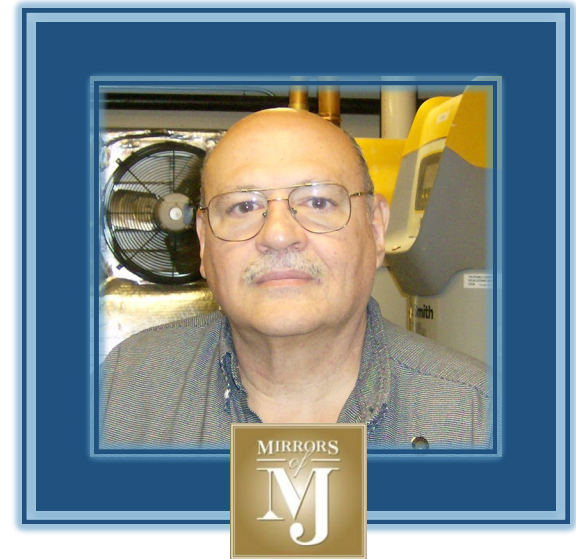
The Chief Engineer is leading the Stand-Up again today. There is so much to share and celebrate. The housekeeping team is not a silo in this hotel. John Ragona sees to that! His eyes and ears are in every room because he partners with the housekeeping team and, together, they make every room perfect for every guest. He works with all other team members, writing Coaching Corner memos, dropping in on Living the Journey classes to share a testimonial or two, cheering on others at Stretch & Flex and finding ways to praise for delivering excellent service.

He is a mentor at heart. His hand raised quickly when the call came for a leader of the Safety LOP company-wide. He is a storyteller of best practices and an open book for anyone who wishes to learn. When a sister property needs help, John is on the job.

“Change is Good,” is not a catch phrase for John, it is a challenge. Recently he discovered a way to save the hotel considerable operating cash. It was simple and easy: turn off the in-room refrigerators when unoccupied. He designed a little card which told the guest how to turn it on if they wished to use it. The feedback for the green awareness has been wonderful and the change is jingling a little louder on the bottom line. Just think how that change turns into significant cash if we shared this practice across the portfolio. This big idea was no big deal to John Ragona, just another day of Living the Journey.

John is a native of Brooklyn, NY, and moved to the Lehigh Valley in 1993. He and his wife of over 30 years have two sons. For 27 years he worked for AT&T doing everything from managing an \$850million budget to writing code for computer systems. During his time as an analyst, he received a coveted award from the Smithsonian Institute for programming accomplishments with their system. He joined the MJ family in September 2006 at the Sheraton Jetport as an engineer and by December, he was promoted to Chief Engineer. In 2008, John got the call that the Courtyard Bethlehem was opening and he was offered the Chief Engineer position, which he gladly accepted.

For 10 years John owned Ragona’s Lighthouse Family Restaurant on Lehigh Street in Allentown. This fueled his passion for delivering great food and amazing service. Today he is fulfilled each and every time the reflection of the amazing Journey culture shines through the smiles of the guests he loves.



Keith Davis

“There is always something to learn and something to share.”

“What is a great day to you Keith Davis?” the interviewer asked. He simply smiled and replied, “A busy day of controlled chaos where everyone works together as a team and the guests are extremely happy.”

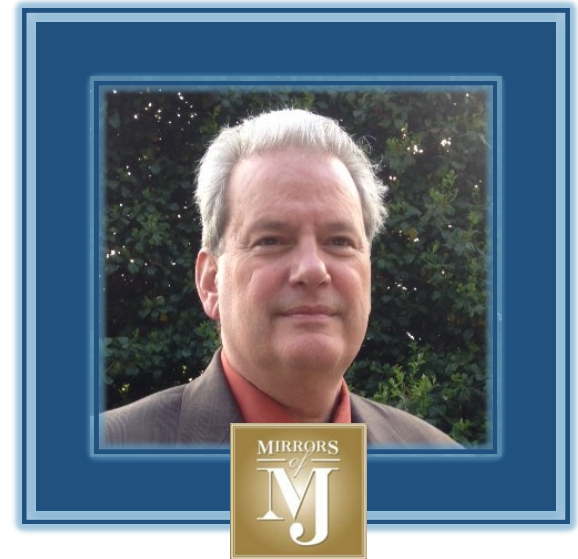
The words flowed from him with confidence and grace. He was not complaining about controlled chaos, on the contrary, he was almost bragging. A little chaos is good. It means people are involved, not machines, not just systems and processes. PEOPLE. And “people” is what Keith Davis does best. He is seldom in his office because that is not where people can be found. He is out among them – connecting, serving, listening and learning.

Recently as an associate received her paycheck, she opened the envelope in front of Keith and immediately began to cry. The check was short several hundred dollars and her rent was due. She was broke. Keith knew she had worked the hours. It was Saturday and there was no fixing it with payroll in that moment. He didn’t hesitate. He wrote her a check from his own personal account and figured out how to fix it later. Without question or hesitation he serves.

Keith has been in leadership roles throughout MJ at the Sheraton Berkshire, Holiday Inn Mt. Kisco and the Pier V Hotel in Baltimore before coming to the Hilton Christiana. He has been a part of numerous hotel opening teams and LOPs.

He is the role model for family men everywhere. His wife, Christine, and he have two young boys. They love to forage for wild mushrooms, fish, hike and enjoy the outdoors. Food is fun. And Keith has fun with food.

If you seek the definition of “passion” in the dictionary, you will find, “a strong feeling of enthusiasm or excitement for something or about doing something.” But if you hit the search filter “images,” under that “passion” umbrella, a picture of Keith Davis appears, enthusiastic and excited for life!



Lisa Baldwin

“Wake Up. Listen. Create. That is the mantra for the Breakfast Club in Canton.”



The General Manager knew he had something special in this breakfast server when she walked up to him and shared, “I have someone I want you to meet.” That someone was the new CEO of one of the largest businesses in the region. Because of her warmth and genuine hospitality, the hotel picked up the opportunity to serve this account. Today, the business is up 130% because Breakfast came with a smile and a friend.

Lisa Baldwin is on a quest to deliver the best breakfast experience in the world of Marriott and her enthusiasm, training and mentoring raises the tide for all associates. Lisa and the breakfast team have consistently been in the top 10% of Breakfast Servers as ranked by Marriott’s GSS Scores since the hotel opened. Occasionally, the dynamic duo reach the #1 spot of the 902 Courtyards Worldwide. Breakfast is a differentiating experience at the Courtyard Canton and it consistently generates repeat business, as well as referred business.

“I’m using my 3P’s today, Sir,” she shares while smiling a Cheshire Cat smile to her GM. It’s the Power, Permission and Protection to do her job that keeps Lisa energized every day. She loves the feeling of mastery, being able to learn about her guests and take action on that knowledge, such that each guest has a memorable stay. She is famous for saying, “I used a little Journey on a guest today, Coach.” And all who know Lisa, know that she did the right thing.

For 11 years Lisa has called the hotel “home,” meanwhile she also enjoys a wonderful life in her own beautiful home with her husband, Ken, and their adorable adopted dog, Katie.

Jeff Hach, General Manager, says it best, “Lisa is awake. She shares with all of us what we need to know about our guests so we all can hit a home run. She knows what she does best and she leaves the rest to the rest for whom it is their best. And what she does best, is care deeply for the people she serves.”

Maxi Rodriguez

“On the Hilton’s Trip Advisor page, the first word in every comment is ‘Maxi.’ ”

She was born in Chinatown, New York. But Maxi Rodriguez knew it was just too crazy of a place to raise her family. They headed South to Florida. For years, she drove a school bus in Miami and she found a way to handle “crazy” in a different fashion. But life happened and her husband was diagnosed with cancer. The treatment brought him to Ocala and they moved. A next door neighbor befriended Maxi. He was a housekeeper at the Ocala Hilton, and he was a Mirror to the culture called The Journey. Maxi was intrigued, applied and found, not a job as a housekeeper, but a refuge for a friend.

When her husband passed, Maxi was surrounded with people who cared about her and helped her find a way to stand again. She doesn’t take the ability to stand tall as a little thing, she embraces it as a gift. Each day she finds way to pay back that love and respect and she does so one guest at a time.

Her hospitality skills flourished and soon she was moved to the Executive Lounge as a Concierge. She recently met a guest on her floor that was staying for her own husband’s cancer treatment. Maxi’s empathic words were simply “Have Hope.” She went on with a hug and the kind words, “He just needs to be with his family and all will be ok.” Sure enough, Maxi hit the charts on Trip Advisor.

Family is everything to Maxi. Her two children and nine grandchildren hold her heart in their hands. But her extended Hilton family ranks right up there. She is known as the Christmas Queen and decorates every inch of the hotel with style and class. She admits, “I go a little crazy at Christmas-time... with the decorations that is!”

It is probably time for Maxi to find that “little crazy” again in her life. It is an honor that she shares that kind of crazy with the Meyer Jabara family.



Patty Harris

“She doesn’t want much, just the chance to make memories that last a lifetime!”



The group has been sold. Patty has done her job bringing the business into the Hilton Christiana, but she is a long way from being finished. Here is where her differentiation shines. She meets with the banquet staff, visits with the front desk, double checks the reservations, spies on the menu, chats with housekeeping, and finally, she comes in after-hours and actually meets with her group during their event. She connects the process of selling with all of operations. When praise is offered, she passes it on. That is The Journey in action.

As a sales person she rocks, exceeding goal after goal and not by just a little. Everything she does involves others. She engages the hotel team for site visits and brainstorming sessions. She views her job not as a sales person, but as a memory maker. “We create memories here at the Hilton that last a lifetime! That is an awesome business to be in!”

Patty joined the MJ team in 2012 after working for the nearby Doubletree for four years. She learned the value of “customers for life” when she owned her own event planning business.

The Three P’s are important to Patty, yet she has a little different definition: They are three of her four children: Perris, Pryce and Pepcee. Her eldest child, Ahmarr is married to her “daughter-in-love,” Shanae. They share Patty’s two grandchildren, Ahylliana and Ahmad.

She is an avid volunteer, passionately serving the Brandywine Civic Association, United Way and the National Association of African Americans in Human Resources. She is a member of a special performance group known as Out of the Ashes, Where a Seed Finds Life.

Patty Harris has found a great team with which to share her life. And she gives life to one wonderful memorable moment after another. Patty Harris handles each with care.

Salome Tan

“A server living her legacy in her own lifetime.”

It would be hard to get anyone to accept that a person who started in the restaurant at the Ocala Hilton 28 years ago and is still working there today believes in the Principle "Change is Good." But Salome Tan embraces that principle with all of her heart. How? Knowing that every guest interaction is different and she must change and learn in order to exceed their expectations. She has done such an amazing job embracing that philosophy that guests to the restaurant will actually wait longer for a table just to be served by “Sally.”

Many years ago, a couple came into the restaurant to eat and Sally was their server. They quickly made a connection and over the years Sally has continued to serve them. Their family grew as they had children and now their children have children. They still visit and always ask to sit in Sally’s section – all three generations.

Over the years Sally’s wings have grown, not just so she can fly higher, but so there is more room for others to climb underneath. She is a mentor for new servers, showing them the ropes and sharing secrets. She understands her waterline and helps others find theirs through encouragement and fostering of ideas.

When she recently won Employee of the Month, she just smiled as the tears flowed, “I love you, my family.”

In October of 2014, a group entered the restaurant and were in Sally’s section. That evening a post hit Trip Advisor, “The service was exceptional. Sally was great. She never left us wanting more of anything and we were a table of 21!” One member of her team wrote, “I’ve been in the restaurant world for 16 years and I have never met anyone like Sally. She’s a gem in the ocean.”

She was born in the Philippines and grew up with two sisters and a brother. She moved to Florida in 1977 and began working in hospitality. In 1978, at the Fox Fire Club, she met the love of her life, Ernie. They have taken care of each other since. Sally is a true caregiver to many people. It is fortunate to the people of Meyer Jabara and the Ocala Hilton that she shares that caring abundantly.



Sandra Meeks

“I put smiles on faces That’s my job.”

Some hospitality professionals remember guests’ names. But only the special few remember pets’ names... and use them lovingly while they clean their rooms. Sandra Meeks is a master communicator while attending rooms on the Pet Floor at the Residence Inn Amelia Island. It is often rumored that she even teaches the pets how to post comments on Trip Advisor!



“Gentle in spirit, but courageous indeed,” is a phrase used to describe this very friendly, extroverted and kind Room Attendant. She is a mentor by heart and still accepts learning and coaching with eagerness. She trains new hires in the department and then looks after them like a mother hen. Her patience and desire to serve make her a perfect Journey leader. She practices what she teaches and role models excellent guest care.

One rainy day at the beach, she encountered a mother and her children “stuck” in the room. They shared with her their disappointment about the weather. “We just wanted a day to chill out and relax on the beach,” the mother fretted. Sandra did her duties in the room and left, only to return a few moments later with a basket of goodies and a board game from the front desk. The family couldn’t believe that someone on the staff cared that much and made an effort.

Sandra creates memorable moments like these because she understands her waterline. She didn’t always know what she could or couldn’t do. One day, after a Journey class, she asked to have her waterline defined. When the playing field was established, she didn’t just run around inside the boundaries, she flew. Today she helps to create success for the team and sees her name mentioned frequently on guest comment cards and on Trip Advisor.

Sandra is a native of Fernandina Beach. She and her husband, Neal, enjoy life with their two sons and two dogs. Life at home involves spending time together, fishing and gardening. Life is good at the beach!

Tim Bawden

*“It is possible that when his shoe and sock is removed,
a Tar Heel lies beneath.”*

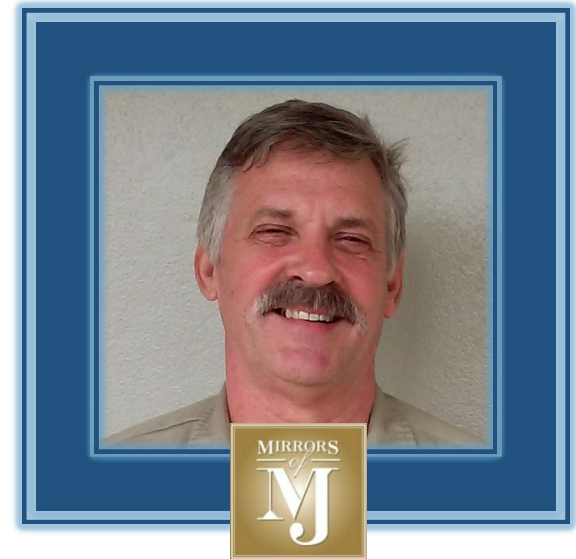
A board Tim Bawden’s shuttle you are a true guest. He doesn’t just see your need for transportation, it goes much deeper than that. Maybe you need is for a history tour as you transport to the campus of UNC. Maybe a little reassurance and faith is needed on a journey to the UNC Medical Center, so he will recite accolades and success stories about the Hospital, Burn Center or Dental School. He is the master at finding a great place to eat or locate the perfect photo op. He even developed his own sightseeing tour around Chapel Hill and delivers it with the skill of the most polished Tour Operator. He has also been known to take a shopping list from a guest and fulfill it while on his route.

Tim is open to any challenge and any opportunity. For example, he volunteered for the job that no one else wanted — to drive a truck from the Stamford Marriott to Reading, Pennsylvania, and home to Chapel Hill, North Carolina, delivering TV’s and linens to sister hotels. When a part-time houseman replacement was needed, Tim volunteered to work all seven days until one could be found. He asked for nothing in return. A long-term, summer guest from Germany was working at the University and had a terrible biking accident. The first person the hospital called was the shuttle driver from the hotel because he had become her friend. He gathered the things she needed from her room and then took them to the hospital.

If a breakfast attendant is needed, Tim is there. If a front desk agent is needed, Tim is there. If a good laugh, a long cry, a real hug or a great thinker is needed, Tim is there.

He is a decorated veteran of the United States Navy, a North Carolina native and a true fan of the Tar Heels in all respects. It is in his blood; his father was Dean of the Dental School. He grew up hanging out with famous peoples’ children”, like Coach Dean Smith’s. He roomed in a private school with the son of the President of Arby’s. But his own son is the light of his life and his wife’s. They are pseudo-parents for many of their son’s friends. Everyone is always welcome in Tim’s home and in Tim’s life.

Stacie Williamson, General Manager, sums it up, “Tim simply makes everything he touches a little better.”



Victoriano Gomes

“He is the ‘go-to guy’ when it’s time to train the right way to create an unforgettable experience.”



As a bartender in New York City over 30 years ago, Victoriano learned that people need to be heard. They crave empathic listening and service. He was a great bartender. However, the life of a New York City bartender did not serve his family well. After visiting some friends in Rhode Island he knew he had found a true home. He moved his wife and three children to Providence and took the first job he could find, a forklift operator.

He missed the people in the world of hospitality so when a position opened up at the Providence Marriott in 1989, he went for it and has been serving up amazing guest experiences ever since. He is an outstanding Banquet Server, Coffee Break Attendant, Bartender, and Banquet Captain. The guests are not the only stakeholder group he serves; he is an amazing trainer, too. The associates look to Victoriano as their mentor. He is the go-to guy for training at perfection. He encourages new hires to understand their waterlines and embrace their empowerment. He looks at each wedding as a quest for the perfect memory. He always serves the head table, paying close attention to every need of the special bride and groom.

When he is at home, he enjoys “puttering,” an official term to explain how he fixes and makes things and occasionally cooks, too.

A “great day” for Victoriano is when he gets his own work done a little early and can jump in to help others complete their day with ease.

Joseph Derigin

*“Joseph’s Journey is full of enthusiasm, praise, and joy.
‘Keep it Happy’ is his daily quest.”*

Joseph embraces every moment with the attitude of a champion. The Executive Chef of the Stamford Marriott explains, “His consistent positive attitude has been the key to Joseph’s success. As management continues to praise his successes and behavior, his brilliance is becoming contagious. Now others are stepping up and asking for more responsibility and opportunities, too.”



Joseph’s great work, constant smile and can-do attitude spreads beyond his station and throughout the hotel. Guests carry that attitude into the hotel and throughout their days. He has a natural talent for guest interaction and a genuine warmth that makes him easy to work with and trust. Chef continues, “He embraces The Journey principles without even realizing it. That makes Joseph’s journey all the more rewarding to be a part of.” English is not Joseph’s primary language, yet he can quote the 10 Foundational Principles of The Journey by heart and with the clarity of a skilled orator.

It was Joseph’s dream to work at the Stamford Marriott. He came to the United States from Haiti in 2010. He had family working at the hotel and he very much so wanted to work in this amazing hotel. He considers it an honor to be hired as a dishwasher. His hard work and enthusiastic attitude has drawn attention and admiration over the years. He has risen through the ranks because he always finds a way to make “it” happen and to do whatever “it” takes to get “it” done. He cooks on the line, serves as an omelet chef, helps as a busser and food runner in each of the outlets. He always carries an extra uniform in his car just in case he is needed to cover another shift.

His warm smile and approachability makes the guests feel welcome but it also caught the eye of a certain banquet server who decided being Joseph’s wife was the greatest prize of all. Together they raise four children and love being one big happy family. His dream now is to become a sous chef. He goes to school to learn mastery of the English language. He loves attending church with his family and taking their kids to a big steakhouse. “We just love that!” he says with a huge smile cracking across his face.