



STORIES OF THE MIRRORS OF MJ

2008

TODD LINCOLN

The job description does not exist that could accurately explain Todd Lincoln's contributions to Meyer Jabara Hotels...unless it simply read, "Whatever it takes." If an SOS was traveling through the hallways of the Providence Marriott - - or frankly through any Meyer Jabara corridor, Todd Lincoln would be there with his white hat offering assistance and real solutions. He defines the meaning of the word "team."



Todd Lincoln was enrolled in 2002 at Johnson and Wales when the position of Front Desk Clerk became open at the Providence Marriott Downtown. His willingness to learn and embrace change gave him the advantage and his Meyer Jabara Journey began.

With his Bachelors' Degree in Hotel Management in hand, he selected Meyer Jabara as his professional home immersing himself in the destination experience in an effort to become a true reflection of the company's high standards. Todd grew in his responsibilities from Front Desk Clerk to "At Your Service" Supervisor. His talent promoted him to Front Desk Manager and on to Front Office Manager. His love of people and his ability to develop true heart connections with guests and associates alike has served him well.

He has crossed departmental boundaries to aid the sales department in recruiting new business. He even answered a distress call from the new sister property in Cambridge and helped create a smooth opening for their front desk team. He teaches The Journey curriculum to his fellow associates, tells stories of his own learning path and empathizes with those trying to find what they truly do best in this unique culture. He has climbed the ladder of success quickly and with excellent results but he has not forgotten that it is one heart connection at a time that makes the positive difference in every endeavor.

DONNA JEAN MARZZARELLA

She is quick with a smile and warm handshake...even after working a full night fulfilling challenging airport hotel guest requests. For Donna Jean it is...and always has been about others....her family, her guests, her fellow associates, her hotel. The team at the Holiday Inn Pittsburgh Airport sleeps well. It isn't warm milk and well-counted sheep that causes this rest...it is knowing that Donna Jean Marzzarella is at the helm.



She is not a supervisor or a manager but she is a leader who brings The Journey to life through role modeling and shared learning. Her story began with Meyer Jabara in 1990 after a house fire in Florida took everything the family owned. They came home to Pittsburgh to start again. As a daylight housekeeper she was single-handedly supporting herself and three children. Multiple part-time jobs fused together to just make the ends meet. At the Holiday Inn she gave her very best. She was reliable and soon the leadership discovered they could count on "DJ." She gained more and more skills and proved to be an extremely valuable associate. She was promoted to Night Maid and found a permanent home.

Today Donna Jean trains new hires. She has been known to do small maintenance repairs, deliver sandwiches and drinks to weary road warriors...she even learned how to check them in at the front desk when the auditors have taken the vans to pick up stranded travelers.

Donna Jean says The Journey is more to her than something you do at work. "It is the way you live your life." Heart Connections and Partnerships is her favorite Journey principle. She has made friends from all over the world by working at the hotel. She keeps in touch with many of them through letters. Often invited to the special events in guests' lives, she considers them more than just paying customers....they are family. It is an honor to be considered a part of Donna Jean Marzzarella's family.

SHAWN H. JEANTON

He believes it is his responsibility to treat each guest as an individual with unique needs. He gives each one personalized service with a heart and a smile and sometimes even a song! It is rare to find someone with as much heart and dedication as Shawn Jeanton. For over ten years he has placed atop his head whatever hat was required for team success. He is a true teacher at heart and willingly shares all he knows to ensure others' success.



In 2003 Shawn graduated the prestigious Johnson and Wales University with his Bachelor's in Culinary Arts. He chose to stay with the hotel that he loved. The kitchen is home for him today but he has experienced other areas of the hotel in his career...banquets, the Bluefin and housekeeping.

He believes that is what you do...go where you are needed to help out your "family." He truly thinks of his fellow associates at the Marriott as his family. He also finds a home in kitchens of the less fortunate...volunteering as a trainer in the local food kitchen.

Shawn is lucky to have a loving and supportive family at home. He gains so much from those who love him - - he feels it is his role to share that love and compassion with others.

The associates of the Providence Marriott eagerly proclaim that their world is a better place because Shawn Jeanton is in it... but when asked, Shawn believes the people and the culture of Meyer Jabara make him a better person. It is a nice relationship - - a grand reflection of all that is right about this company.

EUGENE CURTIS EAGAN

He is the kind of Engineer that uses his heart as his most powerful tool. He is a skilled master at connecting with what matters most...people. He was an On Call Engineer...the phone rang! He was always there making things right again so he was promoted to Engineering Supervisor. His supervision was so super he was quickly promoted to Chief Engineer. Here he stays and all is well at 88 Exeter.



You might see him standing before a class of new associates teaching The Journey culture - - sharing testimonials about how it improves lives and makes the world a better place. You might see him behind the front desk checking in a guest who would have otherwise waited in line. You might see him working an in-hotel themed activity in the lobby and explaining the fabulous history of 88 Exeter – Where The Dream Continues.

But... one thing is for sure - - you will see Eugene Eagan. He is always there. Always caring. Always working. Always living The Journey. Just ask “Geno.” When the Restaurant Supervisor position was vacated suddenly at the hotel Eugene didn’t wait to be asked. He simply stepped in and began filling the role. He placed orders, assumed scheduling and inventory responsibilities all while fulfilling his own duties as Chief Engineer. T

he most amazing thing is, under his leadership, the food and beverage service scores improved! You ask him why and he simply replies, “The Journey.” Eugene and his lovely wife Dalia are the proud parents of two young daughters. He strives to be a great role model for those he loves the most.

CHRIS BURKE

He will share a story about his love of classic Mustang cars or his favorite sport of football - - but only after he has sat empathically and listened to your story. Chris Burke cares about people whether the clock is running or not!



The true story of Chris Burke's Journey is a living example of the best aspects of this culture. His story is often used as an example of how one person can enter the company with a great work ethic and a desire to learn, apply himself and grow up to contribute on a major level...impacting others all along the way.

Chris began his hospitality career on the culinary side. After graduation from the PA Culinary school he fulfilled a job with Meyer Jabara as a line cook. His journey was fast and diverse. Today he delivers the unique promise of creating Harbor Magic for each and every guest. Some of the best, and most real compliments we receive in life come from those who truly know us...when we are having great days and horrible days.

One of the nominations Chris received was from a maintenance team member who stated with honesty dripping from every word, "Chris treats people with the utmost respect and gives credit for what you do, not just who you are. He is interested in how you feel and what is happening in your life. When I had my graduation – I was so very honored to see Chris Burke standing there for me."

Maybe Chris cares so much about the lives of the people that work with him because he knows how important the people in his own life are. Ten years of marriage to his lovely wife, Amanda and two children keep life balanced for Chris. An opportunity to consistently learn through Meyer Jabara and the empowerment to apply what he is learning keeps life challenging.

KYRA RAZGUI

Anyone can find The Journey in the training curriculum and within the pages of the books. It is more difficult to find it living in every day life and in every decision. Those who know Kyra Razgui have a front row seat to "Living The Journey."



Many new hires enter the Meyer Jabara culture having never experienced a working environment quite like this one. They attend classes and wonder if it is all for real. The associates in Cambridge know the real deal because of Kyra.

At home she is a devoted wife and mother whether she is teaching her children the principles of The Journey, planning a spring landscaped garden or working with her husband to renovate their new house. Kyra brings the same teaching and nurturing mindset with her to the job.

The favorite aspect of her job is her opportunity to teach empowerment... taking joy in watching associates unwrap that Journey gift and embrace it. She knows she has done her job as a teacher when she sees an associate make a decision on their own and take action to create a wonderful guest experience. It is rewarding job. It is an important job.

The Journey culture must have great teachers. Kyra Razgui is the greatest teacher when she isn't even in the classroom...she teaches every day just by being herself.

LORETTA BROOKS

She will be right in the middle of the hard work during a busy weekend. But when the work is over there is something more important to Loretta than simply cleaning up...she must stop and ask, "What did we do right? What could we have done better?" Change is good. Learning is critical.



She is a believer. She has seen the company evolve and continue to grow to adapt to the changing needs of the customer. Loretta believes it is her job to change as well and be a part of positive improvement.

She was born in White Plains, New York and grew up in Pleasantville. She graduated from the State University of New York at Delhi with a degree in Restaurant Management and her first job after college was at the Holiday Inn Mt. Kisco working as an assistant restaurant manager.

She then found a home as the administrative assistant to the General Manager and loved the business side of hospitality. She continued her education by taking business classes while working. This new knowledge gave her the strength and courage to leave the hotel and join her husband opening their own restaurant.

Twelve years and two children later she returned to the Holiday Inn and joined the sales team. Loretta is a learner. She embraces change...but not for the sake of change. She is fanatical about asking hard questions, challenging typical thoughts in an attempt to reach extraordinary. Loretta is known for working hard, leading others with respect and dignity, modeling the principles of The Journey in all she does.

CLAUDIA KRIENER

She is always there to help....always professional...always kind...and always on The Journey. That is Claudia Kriener, a walking example of what it means to Live The Journey.



Whenever the question of “how” is posed before Claudia, she reaches into her imaginary tool box and pulls out scenarios, testimonials and examples of “how to do it” The Journey way. It is a way of life for her...not a program.

It was late in the year 2004 in her Germany home when Claudia found herself sitting attentively listening to her boyfriend explain how he wanted to start a career as a Professional Helicopter Pilot. It was not just a career change. It was a life change.

Training would be in the United States and he was adamant about not leaving without his life partner. A few days before Christmas Claudia and Philip were married, the belongings were packed and the life they knew and the people they loved bid them farewell. The greatest adventure of their young lives began.

Today Claudia is a Certified Hotel Specialist and is totally in love with the hospitality business. She was drawn to the culture of Meyer Jabara Hotels and found a home in 2006, first at the Sheraton Jetport and then in Reading. The Journey Leadership Opportunity team benefits from Claudia’s passion and understanding of the culture.

She is a Journey facilitator and an active contributor to strategic planning for continued success. She is a teacher first and foremost. She models the principles and grasps every opportunity to teach in the moment...even if the “student” is her boss! She is confident that The Journey is the best path to take for true success.

SUE RICH

She is a constant coach. To Sue Rich each day is filled with opportunities to teach and to learn. If she has bent a mind to think differently or to find a way toward a solution she considers it to be “a good day on The Journey.”



Learning is like candy. She loves it and wants more of it. She tries to find ways to discover new things to learn and then voraciously shares that learning with her Revenue Center team. Even on her busiest days she pauses to think about results of the day and how they could have been even better. For Sue Rich constantly climbing upward is never tiring...just invigorating.

There is a phrase floating about the Revenue Center... “The Sue Factor.” It is their version of Fear Factor - - that force that pushes you beyond your comfort zone and causes you to reach within to find true strength and consequently success.

Most of the “geese” in Meyer Jabara try to figure out how to lead the flock. Sue figures out how to help others take a place under her wings and learn how to fly on their own. At work she is “Mom” to many seeking thought leadership. At home she is the real Mom to two wonderful twin sons, Jeff the “Gator” at Florida State and Kevin the “Husky” at UCONN.

She feels the principles of The Journey have helped her be a better person. “They are not simply practices one deploys at work... the ten principles have changed our lives into being better people.” She is a true believer who practices the principles every day.

One thing that also makes Sue a great Mirror is her passion for using the tools of The Journey. She is truly fanatical about Monthly Action Plans. To her they are necessary tools. Without them she could not build this thing called a team. Sue Rich provokes thinking...encourages changes...and keeps the vision and mission of this awesome company alive.

SUZANNE REHRING

It is really quite possible to be stating the truth by saying Suzanne Rehring has never known a "bad day." It just wouldn't be tolerated. Somehow she would find a reason to rejoice in life's gifts.



For a team to “gel” there must be a force - - like a glue that is constantly striving to hold it all together. Sue is that glue. And she is not just any white Elmer’s school glue...she has glitter and neon colors. Her smile is contagious. Her caring is almost tangible. She defines the “spirit of The Estate.”

Suzanne started working with Meyer Jabara hotels in Ashley’s Restaurant as a waitress. After a few years she moved to the banquet department. Her ability to develop heart connections flourished. She serves all VIP guests with not only great service but with a passion for learning about them on a personal level.

It is a fun game to enter a banquet room with Suzanne, asking her who is in the event. With a slight lean of her head she will identify each by name, names of their children, their favorite drink and the reason for this specific gathering. She knows who is on a diet, what they want for dinner and their allergies. It is truly amazing. But one doesn’t become a Mirror just by being great at their job. They must model and teach and live The Journey.

Suzanne’s focus is centered on others and not on herself. She is awake to what is happening in the lives of the guests and the associates. She volunteers to serve when it is necessary. She asks questions and shows a true interest in answers. She celebrates others’ successes openly and honestly. She adores children and works incessantly to make the world a better place through their eyes. She finds the warmth in every day not matter what the temperature outside.

KEN NG

It isn't unusual to call an engineer to help when something is broken or not operating correctly. And it is not unusual to have an engineer show up and do the work. What is unusual is to have two engineers show up and watch one teach how to fix the problem... caring just as much about the learner than about the task at hand.



Kenny's talent and commitment to the hotel were apparent just as soon as he joined the team. Very shortly it became apparent that the guys on the team just seemed to work together better. They adapted more quickly to changes in the operation. The best part...each individual seemed to understand what they did best... their unique contributions. It was soon believed throughout the hotel that this engineering team could do anything! Somewhere at the root of all this progress one could find Kenny Ng.

It takes a special person to face their own life challenges with grace and then leave problems and worries at the door so they can make the work environment positive and progressive. This past year was a challenge for Ken as he stood by his mother during her struggle with cancer. Throughout the trying times and even as he bid her farewell he kept up his positive attitude and entered work each day to convey the message of personal responsibility and fulfilling commitments.

He is a shining example of The Journey. Ken is husband to LeCam and Dad to his daughter Celina and to an English Bulldog named Mollie. Community Service isn't a sometimes thing for Kenny – it is a way of life. He works on food drives for needy families in Philly. He has assisted with clothing drives for fire victims and raised money for presents for children at Christmas.

He is one of those “when needed” guys – the kind of guy that doesn't butt in...letting others find the solutions and revel in the glory of success. But...when needed...he is there to help, to lead and to show how much he truly cares. That “when needed” guy is Kenny Ng.

SAMANTHA CHITSWARA

Sam embraces the challenge of finding a way to make each and every guest truly happy. 'Because of The Journey Principles of empowerment and the 3 P's – I have the ability to make decisions and do whatever it takes to make it happen!'



Sam was too busy nominating other associates for the MJ Mirror Award to even realize she had been nominated by her peers. That's a typical day for Sam...thinking about others and developing heart connections. It is all in a day's work.

She began on her MJ Journey at the Sheraton Jetport in sales. Believing that change is good "Sam" was eager to embrace an opportunity to join the sales team at the Holiday Inn Conference Center. She was the perfect fit for the job as it required sales skills - - but most importantly an empathic heart to create memorable experiences for the guests she served.

Today many brides travel the roads of the Lehigh Valley with gratitude in their hearts for Samantha Chitswara and her passionate attention to executing flawless details. One of the things that makes Sam so special in the hearts of her peers and residents alike is her position as Coordinator of Entertainment for the "Spirit of the Lehigh Valley."

She loves her community and the people that call it home. That love is apparent in all she does. Sam enjoys life with her husband Vinney...cooking, hiking, four-wheeling and listening to Jackson Brown. She also treasures a very close family...mother, one sister and two brothers. She sadly accepted the passing of her father this past year after a battle with cancer.

In The Journey it is known that you will find what you seek...achieve the results on which you focus. Sam seeks the positive outcome. She finds positive results. And as she crosses the finish line victoriously she reaches back and congratulates and thanks all of those who ran the race as well, knowing she would not have succeeded without them.

In reflection of being nominated and selected to receive the prestigious Mirrors Award Sam smiled and said, "My Dad would be so proud!" He has a lot to be proud of in Samantha Chitswara.

RYANN MARIONI

Once timid associates used to fly under the radar are now stepping up and asking for and accepting additional responsibilities...all because a leader named Ryann Marioni embraces the concept of Leading The Journey.



Ryann enjoys standing before a room of new associates and facilitating the lessons of The Journey, but what makes her truly remarkable is her ability to teach those principles in the classroom and then walk out into reality and bring them to life with each human interaction.

Ryann began her career with Meyer Jabara fresh out of college as a Banquet Captain. She found the leader within when she accepted a promotion to Catering Sales Manager. Her love of serving others was able to truly make a difference for every guest when she became the Estate's Experience Specialist. In this position she flourished and enjoyed working with all departments.

The Journey promises one thing... if you learn and apply that learning...you will continue to grow. Ryann's opportunities opened up again and she moved into the position of Guest Experience Manager supervising a team of Front Office associates who had been through five coaching changes in the past five years. She focused her team on the basics, followed The Journey Principles and deployed the tools. She believed in her team and soon they believed in themselves.

Her responsibilities of helping lead the charge of a fully executed Destination Experience Plan continued and the entire hotel team grew in experience delivery of the Estate Promise. Today Ryann continues to learn and grow and change as she accepts new roles and responsibilities on the Estate team. Comfort and safety on the job doesn't appeal to this journeying team member. She prefers a challenge and embraces the theory that Change is Good!

TERESA ACOSTA

Whatever position she finds herself in Teresa approaches it as an opportunity to learn and make things better. She strives to make a positive difference in the lives of everyone involved. Teresa Acosta cares.



She believes that knowledge is power. If this is true, Teresa Acosta is a very powerful person. She understands her job and does it very well. But she doesn't use her power OVER others...just the opposite. She gives away her power - - her knowledge - - to as many fellow associates as possible. She is a teacher at heart and willingly shares knowledge about the accounting process and how to keep balancing the three legs of the stool.

Teresa started at the Holiday Inn El Paso as a Sales Coordinator. She showed a skill at selling...helping the catering department achieve their goals. Her focus on goals and attention to detail qualified her for her next adventure as Accounting Assistant. It wasn't long before she became a super star.

For five months Teresa found herself without a Controller. She had not received training on the Controller's duties and yet she saw a huge hole to fill. She began training herself. With the help of corporate mentors she learned the processes of payroll and accounts payable. With a strong understanding of how important it is to grasp knowledge and learn how to apply it, she is eager to introduce peers to the accounting process. She makes it easy to learn.

Teresa has a strong foundation of knowledge and confidence to keep her going but her true strength comes from her family: husband, four children and four grandchildren. The Holiday Inn El Paso is fortunate that Teresa considers the Spirit of El Paso team her family as well.

ADELINE “LILLY” RULLI

She just loves to serve others. She cares about them enough to explore true needs and try to meet them. This simple act on a consistent basis was remarkable enough to showcase Lilly as “The Employee of the Year” at the Stamford Marriott. Lilly emigrated to Connecticut from Argentina nine years ago and found a new home at the Stamford Marriott. She feels “comfortable” here. “Everyone is like family.” Lilly draws constant strength from a very large, loving Italian family...everyone welcome...every story worth telling.



There is one word that brings a smile to the face of any associate - - the word is “Lilly.” She is known among her peers, her coaches and her guests as someone who truly cares and thoroughly enjoys her job of exceeding expectations.

She is fluent in three languages, Spanish, Italian and English. She makes all sorts of guests feel welcome and understood whether they are asking for true guidance about the Stamford area or just wanting a fresh, hot cup of coffee. As if casting a magic spell, Lilly can turn an guarded guest into dear old friends in just one interaction. Guests even ask to see Lilly and claim she is a reason to choose The Stamford Marriott as their hotel. It is as if she owns the gift shop...don't tell her otherwise! In gift shops all across this country there are associates leaning on counters just waiting for the next guest to enter. Not Lilly. She is always straightening, sorting, cleaning, placing when no one is around...and when that guest enters her world, the charm begins and a customer for life is born.

September 7, 1999 Lilly joined the Stamford team and since that day the hospitality in the gift shop has never been quite the same....thank goodness!

IRVELT HYPOLITE

He mastered the English language very well... all except the word "NO." Irvelt Hyppolite is not one to say "no" to someone who is sincere in asking for help.



Irvelt came to America from Haiti. He and his wife, Florence and four children chose Stamford, Connecticut as their home base. He began his job search and saw the Marriott logo on the door of the hotel. He knew the worldwide logo and felt a comfort level with that knowledge. He stepped inside and applied....then he made history helping others, bridging the communication gaps and connecting learners with opportunities to learn.

Irvelt loves the analogy of empowerment as a “gift.” It didn’t take him very long to unwrap his gift. He travels fast and confidently above his waterline doing whatever it takes to serve the guests and teach other associates how to do the same. Irvelt is the picture of a team player...friendly with a warm disposition. He simply makes it a better place to work.

He began his Journey in the laundry at the Stamford Marriott and it didn’t take coaches long to identify that this man had something special. He had that altruistic desire to serve others. He was motivated by his ability to make a positive difference in people’s lives. He was quickly promoted to Housekeeping Supervisor.

Today his coaches refer to Irvelt as “brilliant.” It is good for a Mirror to be brilliant - - it makes for a stunning reflection.

ANNIE JOHNSON

"Wherever you are and whatever you are doing - - just be the best you can." The motto of Annie Johnson is alive in both words and in behaviors. She personifies "Do what you do best..."



It may have been the seven brothers and four sisters back in her childhood home of Georgia that taught her how to work well with others. It might be wrestling with eight grandchildren that teaches her how to seek resolution. Whatever the reason behind Annie's amazing leadership skills...the team at the Sheraton is just happy to follow.

The big city of Philadelphia was a magnet to the girl from Georgia with the unmistakable southern accent. In 1986 she found a home in hospitality at a different Sheraton in town and she began to learn and develop. When a position at the Sheraton University City opened up she moved over and moved up quickly.

Her skills were immediately recognized but her true success came from her willingness to learn and embrace The Journey. She began to discuss ways to improve efficiency. Transparency flowed through housekeeping. The finish line kept moving. Annie is notorious for saying, "Every day you have to make sure you improve on something and make yourself better. It is a journey!"

Annie starts her day as a teacher and ends her day as a teacher but it is also true that she is considered a friend. This is not necessary in business today but it sure makes the world a nicer place.

KATE LUCAS

She is so much more than the HR Director with the file cabinet and the forms. She also carries with her a heart, an ear and a shoulder. She is the biggest fan of the MJ Associate.



If someone is looking for the answer, Kate Lucas is not the person to go to. But if that someone is looking for the opportunity to learn, study the best option and feel pride in his own ability to solve problems, she is the perfect go to person.

Kate Lucas lives The Journey and brings it to life for others. She is consistently using a Journey principle of tool to help coach a person through a difficult situation. It is a sure bet that during a conversation with a coach or associate, Kate is going to create a teachable moment...and what she teaches is how to use The Journey. Her teaching doesn't just occur in the classroom.

One of Kate's most commendable qualities as an HR Director is her appreciation for other departments and their objectives. She truly embraces the themed destination experiences and often themes the employee rallies, meetings and celebrations to support the message. She is honest. She is kind. And she often takes on more than her job requires – just because it will benefit an associate or make the hotel experience better for guests.

Everyone knows that Kate has work of her own to accomplish but if an associate needs help, it appears as though nothing else in the world matters to her. She drops it all and comes to the aide of the person she calls "customer." She has the heart of a servant and the mind and passion of a visionary leader.

The hospitality world is a better place to work in because of Kate Lucas.

BRAD WENGER

"I'd like to invite you to one of our Journey classes," he says softly to the associate. The invitation is accepted and the world changes again....for the better.



Brad Wenger came to the Hilton Estate as the leader because he knew the reputation of the company was a good one and the property was in great shape. But he stays at the Hilton Estate because he knows this preferred employer and exceptional guest experience hotel makes the world a better place.

Everyone probably remembers their first day on the new job but for Brad Wenger, most everyone in the hotel remembers his first day as well. He walked into the Hilton just in time to see the staff preparing for the Royal Swan Feeding...the Swan Master was blowing his royal horn and the packets of corn were being distributed on silver platters.

An entire film crew was in the house for the shooting of the Themed Destination Experience Plan video. Brad had an outstanding reputation in the hospitality industry but this hotel was in a league of its own. Everyone was worried but Brad Wenger didn't miss a beat. He stepped up to the plate, learned the rules of the game and hit a home run.

Today he is part of the Journey Leadership Opportunity Committee and had lead the Estate team to develop the theme to a whole new level. He introduced the Manager in Training Program. He facilitates Journey classes and he keeps the hotel at one of the highest "trained in The Journey" percentages in the company. The Journey doesn't just live in the classroom for Brad...he carries the principles in his heart and openly cares about each and every associate. He is known for his sincerity, dedication and Can-Do attitude.

He may carry the title of General Manager but most people in the hotel know him as "friend"... a friend that cares enough about each person to expect their very best.

DAWN ESTEP

She was the new kid on the block amongst a bunch of veteran team members. The overwhelming attitude was “let’s wait this one out too.” But Dawn Estep wasn’t going anywhere and soon her infectious personality, courage and perseverance took hold. Today this Journey leader is loved and respected.



She came to the Courtyard as a seasonal professional and yet she came with the heart of a learner. First she learned as much as she could about the strengths of the culture. Then she embraces the culture of The Journey and became an expert at how to use it to affect positive change.

Change is good but when it is as monumental as the change Dawn was evoking, some could not adapt. Those that chose not to participate in the positive growth found it easier to move on, and those that wanted to be a part of the vision were offered the training, coaching and hands-on experience that this true professional could provide. What they also received was a heart connected relationship that made work rewarding.

Through her guidance, careful selection of team members, continuous coaching, sharing of information and encouragement, Dawn has transformed her team into an award-winning staff recently recognized by Marriott International for outstanding scores in customer service and satisfaction.

Dawn is also a devoted wife and loves spending time with her two nieces and one nephew. Family is important to her and when asked what makes MJ most special to her...it is that family feeling that tops the list of reasons.

PAM REX

There is one word that defines Pam whether she is part of the upstart team at a new hotel or organizing the schedules of top Meyer Jabara executives... "Partner."



It takes a special person to gain more joy from helping someone else succeed than herself. That's Pam Rex. Since 1989 she has worked to organize and prepare others for the jobs they must do to create success. Today she still does the same but it is for an entire hotel team.

Opening a hotel is exciting and exhausting. It is a time when everyone's true colors shine through. It is also a time when some people would throw culture out the window for the sake of swiftness..."BUFFALOS" can flourish at this time. But Pam decided that to open the Courtyard in Bethlehem at excellence would require deployment of The Journey.

She was in charge of welcoming the new team and today still is the first introduction into The Journey for new hires. She epitomizes "do what you do best" and encourages each associate to shine as part of the "Bright Point in Your Bethlehem Experience." It takes every associate doing what they are best at to make a seamless guest experience. Pam also considers herself very fortunate.

She and her husband, Chap, enjoy life with their two children...going to Phillies games, visiting their cabin in the mountains and boating together. She passionately seeks opportunities to give back...serving as a key component in "The Spirit of the Lehigh Valley." Whether leading her family on an adventure, volunteers through a well-respected annual event or associates who are known for exceptional service, she practices the principles of The Flock.

ROSARIO DOTIG

"The Journey" to Rosario isn't about an organized set of principles and tools with forms. It is about how you treat people and how you make them feel about their accomplishments.



She looks for opportunities every day to create an emotional linkage with an associate or a guest. She remembers birthdays and brings holidays to life. She cares about others. Rosario Dotig leads The Journey by using her heart.

If "Hometown Friendly, Small Town Charm" had a face it would be the image of Rosario Dotig. She was given the challenge of finding a way to produce the Hometown Barbecue. She began with The Journey - - seeking input, creating a vision for the event and doing what she does best....caring.

Originally from the Philippines, "Rose" often entertains guests and associates with tales of her tropical birthplace. She also returns to her home frequently and is welcomed with pure hospitality. It sparks her enthusiasm to return to Clinton and make her guests feel that same warmth and compassion.

She even serves the associates with that passion...recently entering a Living the Journey training class and surprising the new hires with fresh pizza. In Rose's eyes it was just another opportunity to make a little hometown magic.

NIA GASKIN

She has never had a bad day. Really? Yes...really! "Bad" is not synonymous with "challenging." Nia Gaskin loves a good challenge. The Journey gives her the opportunity to find the solution.



The number one accessory Nia Gaskin wears every day is a sincere smile. It is genuine...the real thing. It is sparked by her relentless search for excellence in making others feel welcome, important and needed.

She is loved by her peers and coaches alike...not just because she is a pleasant person but because she is result oriented and delivers on her commitments. Her numerous accolades include Manager of the Year 2006 for the Marriott, Top Performer for Meyer Jabara in both 2005 and 2006 as well as several Associate of the Month Awards.

Her ability to develop heart connections and her focus on service make a successful business equation, being the top contact person for the hotel's four largest pieces of business. She is loved and loves in return...her actions prove it. Nia cites two Journey principles that she applies in her daily life: The Three Legged Stool and the Waterline. Daily she is charged with balancing the needs of owners, associates and guests in her role as CSM. It is a balancing act that has no ending.

Her success is primarily due to her masterful use of the Waterline - - consistently having conversations about expectations of performance and playing fields for empowerment. Nia truly loves working with Meyer Jabara. She understands the power of the amazing culture and she reflects it in all that she does.

FRANK MORICE

Frank began greeting and serving guests at the Courtyard LaGuardia in June of 1980 and today...nearly 30 years later, he is still an enthused associate motivating himself to positively impact the lives of guests and associates alike.



Frank has a wonderful magnetism about him that draws the guests to him and allows them to feel comfortable to open up and trust. When the guest opens up Frank introduces them to their New York Connection. When an associate opens up, Frank introduces them to The Journey.

Frank Morice is the founder of the in-house Coffee Club...loving his fellow associates enough to spend some time each day empathically listening and sharing stories of how to embrace The Journey.

Having lived within 5 miles of the hotel for 42 years, Frank often draws on his knowledge when talking to guests about local events, public transportation, maps, things to do in the City, shopping, favorite restaurants and in-house events. He approaches these conversations as if he were hosting a best friend in his own home. This ownership of guest satisfaction has prompted many guests to write letters about Frank. Several of these letters have made it all the way to J.W. Marriott's Office and have earned Frank the distinction of 3 Gold Seal Awards.

He also strives to serve his fellow associate and believes the best way to serve them is to enlighten and share success stories about the culture. He is even notorious for his "Change is Good" speech. Change requires flexibility. A guy who has been married to the same woman for 42 years, raised two sons with children of their own now can probably be the poster child for flexibility and embracing change.

He is grounded in family and unwavering social values. It is a strong belief in these values that makes The Journey feel like "home" to Frank.