



STORIES OF THE MIRRORS OF MJ

2010

KELLIE DRAPEAU

Began Her Meyer Jabara Journey in 2002.



She began with a dream of being the world's best activities director - - the "Julie McCoy from The Love Boat" but today her life has traveled farther than that dream would ever allow. Today she educates and motivates and works with others to deliver great performance.

Her education at Johnson and Wales University was originally supposed to land her a job sailing the seven seas. After graduation with an Associates Degree she applied to 150 cruise agencies for her dream job. Not one single return phone call came. So...she went back to school and received her Bachelor's Degree in Hospitality Management. During college she worked at front desks and reservations departments for local hotels. Her mentors were not in the front desk arena but rather in Revenue Management.

Meyer Jabara became a part of Kellie's life in Providence. She started as a Revenue Manager for the property. Throughout the years she has added Stamford, Boston, Cambridge and the LaGuardia Courtyard. Recently four of her properties were winners of the MJ Market Excellence Awards.

Personally Kellie has been honored as well – two Manager of the Quarter Awards from Providence and prior to MJ she received the Manager of the Year award from the Providence Biltmore.

Busy doesn't begin to describe Kellie. She is a mother of 17-year-old Nicole who dreams of being a Rockette after graduation and 13-year-old Zakary who want to go to the University of Miami and play football with the Hurricanes. Kellie dreams of watching them succeed in all aspects of life and then jumping ship to Europe - - oh - - and in her spare time she wants to return to school and study law.

She probably will....if anyone can do it all...it's Kellie Drapeau.

PATSY ESTES

...life is good...if you make it that way.



When asked to describe her dreams the 70 year old laundry supervisor simply says, “Oh...just more of the same.” Patsy Estes loves life.

What’s not to love? She lives in beautiful Amelia Island and takes great joy in helping others enjoy life. For more than 10 years she has been doing just that in the hospitality industry. It is so hard sometimes to enlighten back-of-the-house associates on how they impact the guest experience. But Patsy is not confused about this at all. At the Residence Inn Amelia Island the guest satisfaction scores are top notch. Patsy understands the part she plays in this. “If our guest receives a warm and friendly welcome, a sincere suggestion for sightseeing and dining, yet walks into his room, unpacks, takes a shower and grabs a towel that is less than clean bright white, everything else disappears. If our guest pulls back the covers and does not find crisp white linens...all else is lost. I have to keep the experience alive!”

Patsy considers the team at the hotel to be her family. She also provides much love and support to her nephew. She has helped raise this boy into a man and now she is proud to know he successfully teaches others the art of Industrial Maintenance.

Patsy loves to serve. She bakes cookies. She refuels and connects with her own soul through fishing and gardening. Patsy Estes...a true mirror of a giving and serving heart.

NELSON STAHLEY

...long term relationships of the heart make life worthwhile.



He can fly with the team at the Holiday Inn Conference Center because the Three P's are the winds beneath his wings.

Nelson says it best, "They give me the Power by educating me, the Permission to make decisions (I'm on the road a lot and I have to make decisions on timing and on how to serve our guests.) They give me the Protection so that if I make a wrong decision I can talk about it with my coach and learn a better way to solve a problem."

Nelson has been flying high with great guest satisfaction as the Holiday Inn's bellman since 1998. He has received the Associate of the Month and Associate of the Year awards at the Conference Center. His primary secret to success is consistently being considerate, thoughtful and available to serve.

Family and heart connection relationships fuels Nelson. He has been married to his lovely wife Patricia since 1984. They share five children and many grandchildren. Watching life happen through them makes Nelson's heart sing.

Prior to hospitality service, Nelson worked for Mack Truck...34 years! He still gives tours of the plant to stay in touch with his professional family. He also impacted life as a high school PIAA softball and basketball official and umpire.

Today he enjoys photography and spending time exploring the world through his computer. He is a member of Hope Lutheran Church in Danielsville and has been a Mason/32 degree of new Temple Lodge for 25 years.

Nelson loves The Journey because it centers on people. The Journey and Nelson make a great pair!

GERSON ARRIETA

...serving up a true heart with every act of kindness.



H“Using one’s judgment to do what is best for the guest is not only the responsibility of the General Manager – it is all of ours,” states this empowered Night Auditor at the Stamford Marriott. He believes the most important aspect of The Journey is that leadership not only lets each associate do that - - they expect it. It is a culture of mutual respect.

Gerson Arrieta believes that serving others is also our responsibility in life. “The ability to do something for a guest, whether it is big or small, and therefore make a positive difference during their stay, is one of the many reasons why I enjoy my job.” Gerson is high on life. He loves to say “yes” and believes spitting out a quick “no” is a cop out. And this man never takes the easy way out.

After finishing high school in 1999 as a Junior he joined the Connecticut National Guard. He earned a dual Military Occupational Specialty as a combat engineer and bridge crew member. After serving six years of active duty and two of non-active he was honorably discharged as a Veteran of Operation Enduring freedom with a rank of Corporal.

Remember the comment about never taking the easy way out...while serving in the military he attended and graduated from the University of Connecticut with a bachelor degree in Business Administration with a focus in IT. While in college Gerson worked various positions at the Stamford Marriott and today contributes to the hotel’s success as the Night Auditor.

Throughout the years Gerson has earned the title of “Employee of the Month” at the hotel and he has won service awards within the city of Stamford. He dreams of winning the lottery - - not because he wants to roll in the dough and live large - - he just wants to help many, many more people. But he just might save a few dollars to feed his passions of travel, music, movies and home improvement projects.

Those who know Gerson however are positive he would always return to his true north of serving others with compassion and love.

KASANYA VINES

...serving others in all aspects of life.



In Kasanya's life the alphabet doesn't start with "A" - - but rather "P". Three P's to be exact. Kasanya Vines credits most of her Journey success to a strong appreciation for and understanding of The Three P's Principle. When a question is asked of her as Floor Leader at the Reservation Center one often hears her response, "You have the knowledge, tools and the ability to use your own judgment...so what are you going to do?"

Serving others is not foreign to Kasanya. She has been working in the customer service business since she was 16 years old. After graduating from high school she continued learning at Westchester College and Gibbs College majoring in E-Commerce. She owns a boutique shop called "Styling 4 Less" and is currently working on starting her own charter bus company....already having purchased her first 49 passenger bus. The first trip begins April 1, 2011.

The principle of Heart Connections was not something Kasanya learned when she joined the MJ family as the Reservations Supervisor... she brought that understanding with her. Being a mother of two wonderful children keeps this skill polished. And with great anticipation she looks forward to marrying her beloved fiancé, Duane.

Five times since her MJ career started in 2006 she has earned Employee of the Month award. She even received the Light House Award in 2010. When life pauses long enough for Kasanya to dream, her mind wanders to a debt free future as a homeowner. Whether dreaming or awake – Kasanya is always serving and caring for others. She reflects the best of the MJ Journey Principles.

SEVE OROZCO, JR.

...Serving others is the best sport of all.



What does it take to receive the honor of Genuine Care Giver? It takes a heart that beats with the deep desire of service. Seve Orozco, Jr. has that heart of service. In fact, when asked about his favorite part of the Journey he talks about the ability to take ownership and operate as a flock style organization that is flying toward making others happy.

At the Stamford Marriott Hotel and Spa he serves as the Loss Prevention Supervisor a.k.a. Guest Service Emotional Linkage Specialist!

Seve was born in New York and has lived thirteen years in Stamford. He Spanish heritage is his gift from his Ecuadorian mother and Colombian father. He began at the Marriott as a banquet houseman and after two years accepted the position of Loss Prevention Officer. His skills were noticed and in 2006 he was promoted to Supervisor.

His colleagues define him as reliable, humble, good hearted and a person who puts others' needs before his own. He has enjoyed being married for six years. When free time presents itself he loves a little wrestling and engaging in sporting events.

Seve is always ready to take that first position in the flock. He is prepared with a ready heart and mind. After all...he is a Genuine Care Giver. He is a grand reflection of the MJ culture.

MONICA KUNYSZ

...immersed in the community and bringing The Journey outside the walls of the hotel.



The Journey is a way of life for Monica. She believes this because she equates this culture to the Golden Rule....do unto others.... And that is exactly what she does. As the Sales Manager of the Stamford Marriott Hotel and Spa Monica first thinks about what her clients really want and need from her hotel. She imagines what it would be like to be them and works hard to develop empathy and emotional linkage. This objective and accompanying skill set helps Monica consistently achieve her sales goals.

She is a member of MPI: Westfield Chapter of Meeting Professionals International. She serves with CSAE – Connecticut Society of Association Executives and is involved with Fairfield County Green Drinks.

Her team at the Marriott has recognized Monica for her work as well as her willingness to step in and help out the team. She has been the recipient of several Team Player Awards as well as Top Sales Performer and Employee of the Month.

Monica is engaged...preparing to share her busy life with a very special person. When not working she enjoys connecting through yoga and also through traveling and exploring. Her dream is to someday retire on a safe, warm Island with all of her friends and family nearby.

That would be a very happy and pleasant Island with Monica as the chief!

HENNY ULIANNA

...making a warm welcome with every task at hand.



“Welcome Home.” To Henny Ulianna it is not just a saying...it is a mission. He loves working together to make the guests feel at home, whether it is several team members offering a friendly smile or a warm hello.

Getting the opportunity to meet other people and learn where they are from and why they are staying at The Hyatt Place is what truly motivates this special person. Henny’s method of measurement is whether the guest wants to come back and experience the hotel all over again.

There are housekeepers who believe their jobs are to make beds and clean rooms; but not this housekeeper. She believes her first responsibility is to make a connection with each guest, making them feel as if they never left the comfort of their own home. With every fluffed pillow and spotless room, she thinks of the guest’s perception and experience.

Henny came to America in 1999 from Indonesia. She married her husband, Steve, in 2003 and welcomed their first child in 2006, a boy named Cody. She adores her son and loves to play. She welcomes his friends into their home. They paint and listen to music, make crafts and explore the out of doors. It was that last day in Indonesia that she last saw her family. She had helped her mother and father run their family furniture making business before she left. She would love to take Steve and Cody back to meet the entire family. If this dream becomes a reality – they will be very busy. Henny has eight brothers and sisters living in that country today, not to mention all her nieces and nephews.

Henny Ulianna - a housekeeping, guest service master. The reflection in this mirror always bears a smile and a warm welcome home.

KEITH O'BRIEN

... a heart that loves to lead.



Of course a General Manager has to worry about his profit and loss statements, guest satisfaction scores and associate happiness... but Keith O'Brien knows the first thing he must do is create a firm foundation for all these things to stand upon. He knows with all the Journey tools in place everybody has the opportunity to learn, grow and provide an experience like no other hotel around.

"You can teach anybody to do a job," Keith states with confidence. "But you can't teach them to have the personality it takes to work at an MJ property. It takes heart. Hire for the heart and teach the rest."

That philosophy has served Keith well earning him and his hotel many industry awards including Platinum Award for Guest Satisfaction in 2008 and 2009 as well as Top Intent to Return Award in 2009 and High Guest Satisfaction awards.

Keith was born and raised on Long Island. He moved to Orlando, Florida in 1996 to start his career in the hotel industry. He sought to find his way back closer to his home state and discovered that opportunity at the Garden City hotel. He met his wife while working in the hotel business and quickly fell in love. Little James O'Brien soon joined the family and today the O'Brien family is busy - - usually playing on a baseball field, soccer field or just plain playing. Life is fun.

Keith loves to serve. He works hard to develop relationships with his guests and his associates. He cares deeply and isn't afraid to show that caring. He was hired for his heart. His skill is a true contribution that keeps him at the top of the game.

FORREST STANLEY

...more than twenty years of serving up MJ Magic.



He began working in the hospitality business when he was only 13...a bus boy and a la carte server at the I-95 Marriott in Delaware. Little did those Marriott folks realize they were raising a superstar in the service world.

Today Forrest Stanley is the Estate's Director of Food and Beverage. He has held the titles of Associate of the Month and Associate of the Year as well as Coach of the Year. He is the poster child for the learning benefits of The Journey having developed from a Banquet Manager through the ranks. He loves the Waterline principle because it is an iconic symbol of his career path. With each learning opportunity his waterline has lowered and his view of the horizon has come into focus.

Forrest is most at home....at home. Home is defined as twelve acres of land filled with dogs, animals, red-bellied turtles and his 4-wheel zero-turn riding mower. When at work Forrest is truly "on stage" warmly welcoming Estate guests with full pomp and circumstance. But at home he finds strength in solitude, communing with nature and finding his true North.

Forrest Stanley makes the world a better place.

DINA GRIFFITH

...she found a true mentor and soon became a mirrored reflection of the best learning.



Her first moments of service were learned at McDonalds and then at her uncle's deli. She reached out to the Canton hotel for a job simply to have something new to do. Today she reaches out to this Canton hotel to further her legacy as a teacher and server.

She credits her coach, Cathi Lackney, for teaching her the benefits of The Journey. Cathi role models the best of leadership and Dina carries that style forth as the Assistant Housekeeper. Cathi pushed when she needed to and Dina grew...developing her own career farther than she ever thought possible.

Dina thanks The Journey culture for allowing her to grow and advance at a pace with which she was comfortable. As an entry level room attendant she was always asking if there was more she could do. Her coach encouraged her to try new things. With the trying came flying and Dina accepted the supervisory role.

Dina is not only a winner at work, she and her long-time boyfriend, Danny, frequently claim high score in a bowling league. She also has a winning relationship with her 18-year-old daughter, Raquel.

Dina shines within the Courtyard's message of "Hall of Fame Service" by being an all-star at achieving heart connections and developing true partnerships for life.

DORIEN MURPHY

...The Journey is not just an on-the-job tool. For Dorian it is a tool for life.



“We are all working toward the same goal in this company,” states Dorian Murphy with commitment in his tone. “We strive to create heart connections with everyone we serve.”

Just achieving guest satisfaction is not Dorian’s goal. He strives to make everyone feel like a true VIP. He is a part of the National Society of Minorities in Hospitality. He graduated Baltimore International College with a degree in Hotel management and is still learning on his quest for a Bachelor’s Degree from Morgan State University.

Prior to his MJ Journey Dorian worked as a retail manager with Aramark Dining Services at Johns Hopkins University. Today Dorian is Front Desk Supervisor at the historic Harbor Magic Hotel in Fell’s Point, Maryland. He loves to tell Journey stories to the others on his team and works to make those stories come to life.

In his spare time Dorian enjoys cooking and making wonderful music. Sharing life with others creates meaning for Dorian. Those he chooses to share with are truly fortunate individuals.

ANTHONY McCOMAS

...if you give people an experience different from everywhere else, they will always come back to you.



There are few people in the world that would consider being called “different” a compliment. But Anthony McComas lives to create “different” in everything he does.

Anthony understands the huge difference between managing a hotel and creating a repeatable and referable experience. He started at age 13 in Puerto Rico as a Chef’s Apprentice. When college presented itself, Anthony chose Johnson and Wales in Providence. During a restaurant management internship at Walt Disney World Resorts he was introduced to the life of a Hotel Manager. Anthonyh was intrigued and hooked. He explored that life and found himself addicted to the disciplines of Guest Service.

His dream job presented itself when he was asked to help open the Courtyard by Marriott in Cambridge. He found a new family and focuses that family on creating a true destination experience each and every day.

When he is not building experiences, he loves model ship building, exploring science fiction and researching military history. There’s that “different” thing again!

NORMA RAMOS

...it is hard work to make sure every single guest is 100% happy 100% of the time but for Norma is it just part of the job.



“You can really do anything when you have the right tools and the permission to do it.” Norma Ramos makes that statement with a tone in her voice that does not allow for disagreement. She makes it sound like a fact.... and you know, for Norma it is. She truly believes the within The Journey culture anyone can do anything they have a mind to. There is plenty of educational opportunities. The Three P’s encourage associates to learn and to try and to try again. Most of all – when the trying produces results, there is obvious reward. Norma loves to try new things, hit home runs and celebrate. She embraces the opportunity to make decisions and take action. She can do all of this because she understands her waterline.

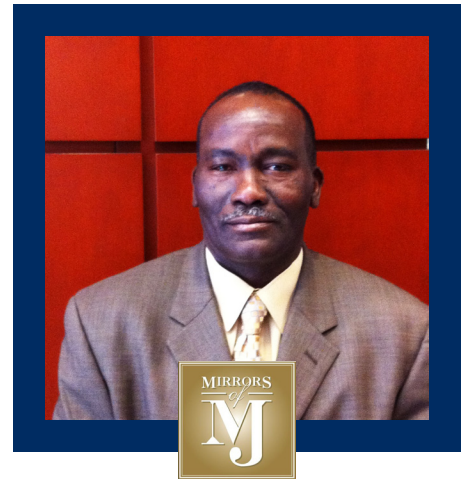
Norma chooses her life as a single person. She loves to live life on her own terms. A big part of those terms is serving others. It brings her great joy. She considers it a failure if someone in her hotel is not happy and not having a repeatable and referable experience.

Norma is a part of several Hilton committees making sure that learning and results are shared throughout the property. She serves on the Hilton Blue Committee and co-chairs the Guest Satisfaction committee. She has earned the title of Employee of the Month for February 2011.

When time allows for a bit of dreaming, Norma thinks of learning - - going back to school and getting a nursing degree....or...maybe visiting Italy....or maybe traveling about the country....or maybe just shopping at an exciting mall. Norma is a happy person in her current reality. She loves life.

FRED NEWTON

...Isaac Newton had a law of gravity...Fred Newton has a law of serving others the way he would like to be served.



Fred truly loves The Journey. He finds it difficult to select pieces of it that mean the most to him because he doesn't think of The Journey in pieces - - it is all or none to Fred. He loves the fact that he is empowered to do what is right for the guest. And he also enjoys passing that gift of empowerment on to his team. But it takes an understanding of personal waterlines and the Three P's to make empowerment work. There are no silos in The Journey.

Fred moved from Ocilla, Georgia to Boston when he was 16 years old. While in Boston he met his wife, Hazel. That was more than 30 years ago. Today Fred has three children; Leland his youngest, Joel his middle child, and his daughter Windy is his oldest. His children had given him the greatest gift of all - - grandchildren! He has ten of them and enjoys spending time with each of them.

As Fred was finishing school, he was working at a local supermarket helping customers with their purchases. He later got a job in real estate as a maintenance engineer working on boilers within the complex. Twenty-six years ago Fred was walking past the Boston Hilton hotel peered within. He wanted to see what the hotel business was all about...stepped inside and applied for a job. He was hired as a HVAC Preventative Maintenance Mechanic and soon became the 2nd shift supervisor at the Hilton. He moved to several different properties and worked several years as the Chief Engineer at the Hampton inn...then he found his path at 88 Exeter.

Fred enjoys playing basketball when he has free time. He also likes to take his grand children to the basketball court so he can teach them the best of street ball.

Fred's dream is perfection. His perfect world is a hotel that it is in perfect working condition. He is constantly taking on new projects so he and his team can continue to learn. He considers it his job to make sure the story of 88 Exeter continues to live on!

DENNIS GAGLIARDI

...his retirement lasted only one weekend...he just had to serve others to be happy.



After twenty-five years of service with the Philadelphia Police Department he retired. It was a Friday. On Monday he started working with the Sheraton Hotel team. He was just meant to serve. Within this Journey culture he can embrace the principles and help others focus their efforts on serving as well. "I can apply the principles not only in my daily duties on the job but also in my everyday life" Dennis professes. He is a firm believer in the culture.

Dennis is the Chief Engineer of the Sheraton. He actually started with the hotel in 1998. Meyer Jabara was introduced to him and the hotel in 2001 and he has been an advocate of The Journey ever since. Working with the hotel enables Dennis to participate in several charitable events such as the Children's Christmas Party, Operation Thanksgiving and the Officer of the Month Award. One charity that is near and dear to Dennis' heart is cancer awareness and prevention. In 2000 he was diagnosed with Hodgkin's Disease. He has been cancer free since 2002 and serves others at various stages of their disease.

Dennis has enjoyed a wonderful life with his wife of 36 years, Margaret, his daughter Christine and son, Michael. A true joy for him is his granddaughter who has just turned one!

So many of Dennis' dreams have been fulfilled in life but he strives to continue to help more people. He often thinks about retiring for a second time and traveling to Asia-Europe-South America and the South Seas.

JUSTIN JAMES McTOAL

...twenty-one years ago he began his service career in another continent but his heart was never far away.



His first hospitality job was as a Commis Chef. His BA in Hospitality Management from the University of Ulster in Northern Ireland was a perfect launching pad for Justin. His first front office job came quickly at the 5 Star Hilton in Belfast. His next step was to Boston on a J1 working in Guest Service at the Fairmont Copley Plaza. After working at several different properties and even a restaurant Justin returned to Ireland to help open a four-star hotel – the 197 room Louis Fitzgerald. Then...surprise! He was awarded a Green Card through the Visa Lottery. He returned to Boston as a permanent resident in 2008 and became a part of the Meyer Jabara family. Today he is the Front Office Manager at 88 Exeter.

Justin loves to make people feel comfortable, relaxed and welcome...treating each as if they were a guest in his own home. His own home is, in fact, very welcoming and warm with his wife of nine years, Ruth and three children.

He loves to capture life's moments in writing and painting. He also enjoys coaching juvenile soccer for the community and studying world history.

He serves with polished skill and a compassionate heart. Justin McToal is a true Mirror of the best of the MJ culture.

RAMESH MALKANI

...once In awhile a person changes the world and doesn't even realize it.



Ramesh is known for referring to himself by saying, “Made in India...Making it in America!” So...how does this husband, father, son, brother, friend, peer, leader, coach and Financial Controller “make it” in America? He credits a positive attitude for his success.

Ramesh graduated from the acclaimed Institute of Hotel Management, Catering Technology and Applied Nutrition. He started his career at the Flight Kitchens of Bombay and relocated to work in international restaurants in Manhattan. He found his true home at this MJ hotel...what makes it such a perfect fit for Ramesh is The Journey culture.

Ramesh does not only live the Journey in his daily life at the hotel, he is a Mentor ...coaching others how to bring the principles and tools to life. He adds passion and insight to every teachable moment. He embraces his mentees with empathy and a true desire for each to achieve complete success.

The hotel has recognized his contributions with numerous awards: Associate of the Month, Manager of the Month, Team Award Department of the Month and Gushing Cash 2005.

A huge part of Ramesh's secret is his ability to develop and maintain successful relationships - - like the 24 year marriage to his beloved Priya Malkani and the wonderful friendship with his 19 year old daughter.

Once in awhile a person changes the world one heart at a time...that person is Ramesh Malkani.

VICTORIA NADHAZY

...some just say the words, "Change is Good" and then others live them.



Victoria loves change. It is because of change that she has embraced three different positions within the Providence Marriott. Each has brought new responsibilities, new relationships and new learning.

Maybe Victoria likes change because it has been a part of her life since she was a tiny baby. She was born in Budapest, Hungary. Her father is from Hungary and her mother is from Poland. They lived in Munich, Germany when Victoria was a child and then immigrated to the United States. She is a graduate of Classical High School and Providence College and is also a licensed attorney. All of this experience makes this Mirror a great Accounts Receivable champion for the Marriott.

The Journey culture encourages each associate to serve the guests and each other. Victoria has embraced this challenge completely. "I try to empathize with our guests as much as possible and try to put myself in their shoes facing their dilemmas. This allows me to handle the situation the way I would try to handle it for myself. That makes for solid relationships with the guests."

The hotel has honored Victoria for her passion and commitment having presented her with the Associate of the Month Award two times as well as Associate of the Year.

Victoria enjoys her family of cats, Bogart and Miss Rose. She enjoys reading and pop culture, horror movies and learning new languages, traveling about the world and taking care of animals.

Victoria reflects the best of our Meyer Jabara culture.

MICHELLE QUINN

...her co-workers have become her extended family and she is loving all the “relatives.”



“Many companies have a sign on the wall with a mantra or goal or vision written on it...and that is where it stays,” Michelle Quinn professes as if speaking from experience. “But not at Meyer Jabara...I see how our associates and leaders practice The Journey each and every day!”

To Michelle The Journey is a guide or a roadmap to help each person make it through the days. The heart connection principle allows Michelle to touch the lives of others and she strives daily to make a positive difference in the world by doing just that. The Journey culture encourages her to look for those moments when she can make a significant difference. For Michelle one of the best parts of The Journey is how it works peer-to-peer as well. She loves how it encourages relationships on the team and fosters support between each other.

Michelle understands what it takes to develop successful relationships. Her hotel peers embrace Michelle as a true part of their success equation. Michelle has been a volunteer with the local Red Cross chapter for more than a decade. She is a member of Big Brothers/Big Sisters and she is a regular host for International Home Exchange Students. The most successful relationship in her life is her partner, Sean whom she has faced with the world with now for ten years. They have three “furry babies” Prada, Eboni and Tiki. Michelle is open to new ideas, new adventures and new friends. She embraces life and the people in it...never tolerating any form of prejudice.

Michelle doesn't dream of riches for personal gain...rather she dreams of acquiring riches so others can live out some of their dreams and so that some will have the ability to even begin to dream. Michelle Quinn is all about helping others find success.

JOSEFINA PEREZ

...work is a lot less difficult when you do it with love.



She loves to read. Reading opens her world and brings new experiences into it. She stays fresh and engaged with what is happening in the world beyond her hotel. This hotel after all, has been a huge part of Josefina's life for over thirty-four years.

The hotel we know today as the Courtyard by Marriott was a Howard Johnson's property when Josefina first started her hospitality career. She stayed with the property through the brand shift to a Radisson and hung on again as it became a Courtyard.

Josefina seems to have a level of "stick-to-it-ness" that is remarkable - - not just in her professional life but also in her personal life - - being married to Leonardo Carlos Romen for 34 years. They enjoy their one son Carlos Romen and welcome many opportunities to experience life together as a family.

The Courtyard family is also an important part of her life and Josefina actually hopes to spend another 34 years with them as well as her own family. The team has recognized her ability to make true heart connections with the guest as a Housekeeper - - having awarded her Employee of the Month two times since 2008.

She adds the element of love to every service delivery and something magical happens.