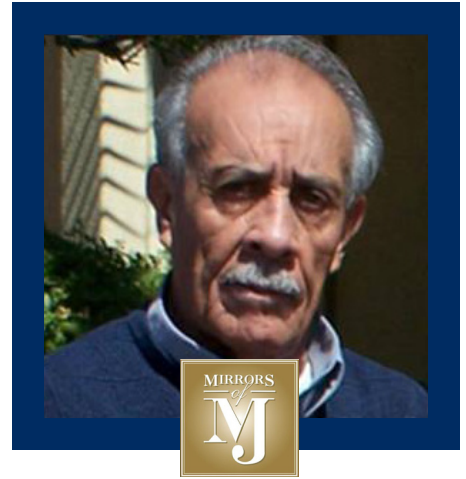


ROY BACERRA

Banquet Server

Holiday Inn El Paso Airport

Began His Meyer Jabara Journey in 2000



Ready for a little amazing? He lives in Ciudad Juarez Chihuahua Mexico and crosses the bridge every day into El Paso, Texas. It gets a little hot and a little congested and a little patrolled but Roy has NEVER been sick or late one day in seven years. His work ethic alone is an inspiration and role model for younger associates just joining the workplace.

The “amazing” continues. He has been married 35 year to a retired primary school director, Eroestina. They have eight sons and five daughters! And they were able to contribute to all thirteen college degrees their children possess. They are now coaching the development of thirty-seven grandchildren and nine great-grandchildren.

He and Eroestina also own a flower shop and banquet equipment company in Juarez, Mexico that does quite well. He has time to watch the Anaheim Angels on television and play dominoes because his personal mantra is “life is too short not to have a good time living it.” He should know about life. Roy Bacerra is 74 years old.

“Roy never says ‘no’. He always says, ‘There’s a way – let’s find it.’ Personally and professionally he gives awesome advice that goes a long way” Abe Munoz, Banquet Captain states affectionately.

He’s known around the Holiday Inn as the Energizer Bunny. Another shout out as he passes swiftly by, “Open your eyes and mind and listen... you might just learn something.”

ANTHONY CARCHIA

Banquet Houseman

Marriott Providence Downtown

His MJ Journey began in 1981



Many guests have walked into perfectly prepared meetings and celebrations because Anthony carefully read their Banquet Event Order in advance catching potential problems and identifying moments to do something special. During Senior Holiday Parties at the Marriott, Anthony would make hundreds of favors at his home, without even being asked, so that the Seniors would have a special memory from their event.

Wheeling six tables under one arm and carrying three banquet tables on the other awarded him the name SUPER TONY! He never gives up or gives in. The first fifteen years he worked at the hotel, he rode a bike to work every single day rain or shine. He was never late to work.... not once!

Jack Coppolino knows he has a special associate in Tony. "I love to review the Mission and Vision of the hotel when Tony is around. He comes to me with his own personal mission focusing on how he is going to help himself and his department reach the goals. He is always looking for ways to make others' jobs easier, clients happier and save the hotel money at the same time."

The ballroom carpet needed a thorough cleaning. The cleaning service had only one date available and that date would require a large payroll for so many associates to come in to breakdown the ballroom and reset it for an event. The team would have only thirty minutes to reset and the cost was \$800 for the cleaning. Super Tony struck again. He shifted several function rooms, broke down the Grand Ballroom and purchased the cleaning supplies at a hardware store. The carpet was cleaned, the rooms prepared, all at a cost of \$24.00.

Anthony Carchia has a way of bringing banquet rooms to life. He brings the joys of life into his job every day.

EDUARDO CARRION

Restaurant Supervisor

Holiday Inn Mt. Kisco

His MJ Journey began in 1989



Eduardo immigrated to the United States from Ecuador in 1989 and began working as a dishwasher in the kitchen of the Holiday Inn, Mt. Kisco, New York. Through the years he mastered English and became a restaurant server, then supervisor. At the Market Street Café, Eduardo's dedication and commitment to the guest experience is unsurpassed. One eavesdropping moment will reveal Eduardo offering guests information and directions to one of the Hudson Valley's attractions followed by a complete rundown on the next morning's special fresh fare. Of course an invitation to return for breakfast is delivered so sincerely, guests feel as though they would disappoint Eduardo if they did not come.

He is a champion of others learning the English language and the company culture. He trains the Journey corporate values courses to Spanish-speaking associates and often travels to other Meyer Jabara Hotels on his days off to pass the word. He passionately believes in the principles. Back in Ecuador, Eduardo's parents, four siblings and his wife own and operate a bed and breakfast named "Hosteria del Rio," or "Resort of the River." Via phone, he coaches his family on The Journey principles and the learning he is gathering from his Meyer Jabara family.

People coaching is a strong skill of Eduardo's but he can also be found waiting and clearing tables, delivering room service, vacuuming and even cooking omelets for guests. He feels cared for by the leadership of the Hudson Valley Country Manor... like a member of the family. He understands how good that feels and therefore strives to create that feeling in others. The hotel General Manager, Clement Carey states, "A great breakfast is a cornerstone to outstanding guest satisfaction. Eduardo's friendliness and professionalism creates positive guest memories that build customer loyalty."

To know Eduardo Carrion is to know hospitality.

VICKI CASTELLANOS

*Director of Food and Beverage
Holiday Inn El Paso Airport
Her MJ Journey began in 1994*



A passion for creativity has always driven Vicki Castellanos. She started her college career in a quest for a journalism degree but while still in college she realized she had a passion for creating perfect stays in the hotel business. Bartending at Teddy's Flame Room in the Holiday Inn was her first role. While working at the club, Vicki realized she truly enjoyed the hotel industry. She made a conscious decision to learn all she could... specifically food and beverage. Within one year she was promoted to Beverage Manager. During her leadership, she, and her team, brought Teddy's from a position of 22nd in the city to being one of the top 5 clubs within El Paso. She also helped create her pride and joy – "El Agave Tequileria" featuring over 120 tequilas and focusing on the motto "Good Friends toast the good life – True Friends toast with tequila!"

Vicki knows the definition of "True Friend" and lives it every day by listening emphatically, coaching others, sharing knowledge and caring. She models The Journey culture, projecting the unspoken sentence, "Look at me and what I can and have accomplished. If I can do it... anyone can. Let me help." She teaches and mentors the company's cultural pillars all throughout the company, continually learning herself and returning home to apply what she has learned.

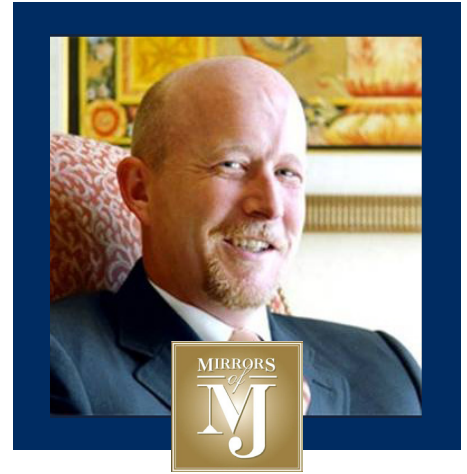
Her proudest achievement isn't in the form of the perfect shot of rare tequila, nor her promotion to Food and Beverage Director. She is a mom to 19-year-old Christopher and in his eyes she sees all that is wonderful about life.

ERIC CHURCHILL

General Manager

Marriott Providence

His MJ Journey began in 2005



It is not a requirement to like your boss but it sure makes life more enjoyable when you do. The team at the Providence Marriott truly likes their General Manager, Eric Churchill. Why? He sets expectations, offers opportunities of learning, steps in to help along the way and then lets go to let others do. A famous quote often stated regarding Eric, “He works along side us not above us.”

Praise comes often because the results deserve it. A General Manager is judged by his results. The verdict for Eric is “success” as indicated by the 2006 financial statement, guest satisfaction scores and experience package sales. The hotel has exceeded goals in every area. Praise freely flows from Eric to his team.

A guest at any Marriott would expect a greeting from a passing housekeeper or room service attendant; but, the guests of the Providence Marriott often receive a handshake and warm welcome from the General Manager “just making rounds.” This practice has been a tool in Eric’s leadership toolbox since his hospitality career began. His first exposure in Meyer Jabara was at the new Boston Courtyard by Marriott at Copley Square. This historical hotel took the city by storm under Eric’s leadership and jumped up to the second highest rated Boston hotel by TripAdvisor in its very first year.

There are no promises where Eric will show up at the hotel but wherever it is, people will surround him. Those people will be excited about working in the business of hospitality...reflecting the enthusiasm of their coach.

VINCE DI FONZO

Area Coach

Meyer Jabara Hotels

His MJ Journey began in 1991



There are people that fit into a company culture and then there are those that create the company culture. Vince DiFonzo is a creator and keeper of the Meyer Jabara culture. He has literally grown up with the company....starting in his early thirties at the Holiday Inn in Youngstown, Pennsylvania as a General Manager. The company purchased the beautiful Christiana Hilton of Delaware in 1996 and Vince took the leadership role. His success as a strong financial producer, passionate learner and empathic people coach made him appropriate for the promotion to Regional General Manager of the Baltimore Inner Harbor hotels as well as the Christiana Hilton. Today Vince serves as an Area Coach helping many General Managers and hotels achieve their fullest potential.

Vince comes from a strong and loving family and receives enormous support from his wife and two sons. He understands the importance of “family” and brings that tough love, honest, caring, want-nothing-but-the-best-for-you attitude to those he coaches. Many think of him as a big brother who pushes and pulls his siblings along his learning path. John Lowe, General Manager of the Admiral Fell Inn in Baltimore sums up his feelings for his coach, “Vince makes me want to be a better leader, coach and person. I can think of no greater accolade to bestow upon someone.” The Christiana Hilton’s Director of Sales adds to the description, “Vince is a man whom people respect because of his respect and care of others. There will never be another like him!”

Many community and company awards have been bestowed on Vince DiFonzo. He sits on numerous boards, assists local children’s charities and is even the founder of the Delaware Hotel Association. He starts each meeting with a question like, “How do we help each other achieve our goals?” “Average” isn’t a word in his vocabulary. He is tough. He is focused. His honesty can hurt sometimes. His drive can be exhausting. But at the end of each day spent with Vince, it is agreed, it was a good day... full of learning, positive results, contributions to be proud of and honest friendship.

TOYA FEFE

Restaurant Server

Stamford Marriott Hotel & Spa

Her MJ Journey began in 1998



Breakfast is the most important meal of the day because it jumpstarts the metabolism and provides needed fuel for the body. But breakfast at Allie's in Toya Fefe's section is the most important meal of the day because it feeds the heart. Toya develops heart connections with her guests every day she works, at each table she serves, each time she approaches the table. She serves people the way she would want to be served. It works!

Toya cares about other people.... genuinely. On more than one occasion she has opened her home and her wallet to someone in need. She has provided significant assistance with housing, finances, emotional support and guidance to those who have fallen on tough times. She teaches the life lesson of serving others to her daughter, Noella. Toya is a single Mom and works hard to create a home that is welcoming and full of love.

She also serves within her daughter's school district... seldom saying "no" even though her hours are long and her feet are tired. She also volunteers at work to serve on committees that improve the guest and associate experiences at the Marriott. She is a mentor and a role model to those just entering the business of hospitality. It is not unusual to hear, "When I grow up, I want to be like Toya." It proves that contribution is not dictated by title. Restaurant server, Toya Fefe makes the experience at the Stamford Marriott one to repeat and remember!

LORAIN FLANDREAU

Reservation Center Administrator

Meyer Jabara Revenue Center

Her MJ Journey began in 2001



“Commitment” is a perfect word to help define Loraine Flandreau whether speaking of her 25-year marriage to Ted or of her dedication to her children Teddy, 21, and Grace, 16. Her commitment to her position and the people of Meyer Jabara is role model quality...never forgetting a birthday or anniversarynever shying away from a difficult conversation. She doesn't need the title of “manager” to “coach”, just a good set of ears and an open mind. The Journey Culture of the company supports Loraine's personal beliefs and how she chooses to run her own life. “When I recognize a situation in my own life and apply it to The Journey, I am better able to work through it. Looking at it in a Journey way makes it more colorful and achievable and it gives me direction.”

Many teammates think “The Journey” and “Loraine” are synonyms. She brings The Journey to life in all she does and serves as a lighthouse of stability for a rapidly learning and growing team.

To know people who stand with Loraine is to know people who feel truly blessed to have her in their lives, whether they just met her or have stood beside her for twenty-five years. “She is the girl you take home to meet your mother,” boasted Ted. “I did. Then I married her. Guys call their wives a ball and chain. Mine is a feather and angel hair.”

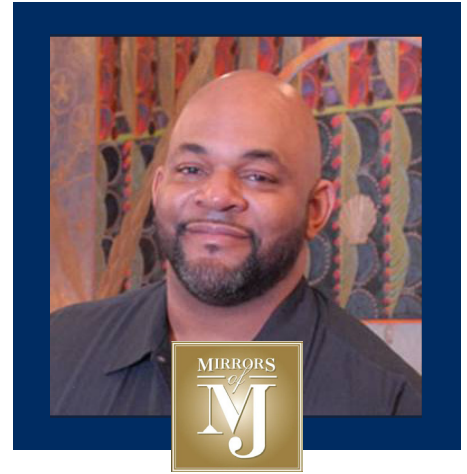
Loraine floated into the Revenue Center of Meyer Jabara in 2001 and has set up housekeeping as the Journey champion, best friend and counselor.

OWEN FRINK

Chief Engineer

Brookshire Suites

His MJ Journey began in 1999



The Brookshire Suites needed an excellent maintenance technician and Owen Frink was the man for the job. His skills propelled him and soon he was promoted to Chief Engineer. He thrived in the Meyer Jabara Journey culture, teaching others and grasping every opportunity to learn. He furthered his technical skills with training. He attained his HVAC certification. He shared his knowledge and passed it on to others. Recently Owen received the highest associate opinion survey results among the Harbor Magic Engineering teams.

Owen has a talent to get things done. His magic is truly discovered in the details. Every task is completed as a master would complete a work of art. His pride in his work equates to enthusiasm an enthusiasm that is so electric it is contagious. The Brookshire Suites is a better place to work today because Owen Frink is there. General Manager, Alex Bollman states, "Owen sets the bar for all of us with his hard work and commitment to quality."

When the tool box is shut for the night, Owen carries on his giving and serving spirit investing time with Big Brothers and Big Sisters. He has personally guided and lit the paths for many Baltimore area children. The road has not always been easy for Owen. Overcoming his own personal obstacles has given him the confidence to help others. He is a passionate volunteer and grand friend to so many inside and outside of the Meyer Jabara family.

ROBIN LEBENGGOOD

Director of Special Events

Sheraton Reading Hotel

Her MJ Journey began in 1991



“I felt like a fish out of water,” she declares, as she describes the few months in 1991 she left the Sheraton Reading Hotel to work for another area property. After all, she began working with the Sheraton in 1976. The Hotel was being operated by a management company who she felt jeopardized her integrity and she left. The hotel owner began searching for another management company and called Robin. Meyer Jabara Hotels came in and Robin came home.

When the teachings of Dr. James Belasco were formulated into what is now referred to as, The Journey, Robin was there. She became one of the first facilitators to teach the principles of the culture. Her knowledge of the tools along with her empathy earned her the descriptive, “psychologist of the hotel.” If a notch were carved in her belt every time she refocused a derailing associate by utilizing the Journey philosophies, her belt could cinch an elephant.

Entering Robin’s office is like entering your friend’s living room. Scented candles, fresh flowers, soft lighting, pictures of smiling people in engaging destinations and, the most telling accessory of all..... a comfortable chair for her visitors. “My parents were my inspiration,” Robin reflects. “The kindest individuals I have ever known. They taught me respect for others and how important it is to never just waltz into a room and make it all about me. It is important to recognize those around you and what is important to them.” Today Robin mentors those coming into the profession. She tries to instill the importance of that gentle kindness in her two children and four grandchildren.

MELODY LLOYD

Front Office Manager

Holiday Inn Mt. Kisco

Her MJ Journey began in 1995



There are those who dread standing before a room of listeners. Melody Lloyd is just the opposite. She loves it. She is a facilitator of the Journey principles and tools to not only her own team at the Holiday Inn Mt. Kisco but also to all leadership within the Meyer Jabara Company. Melody leads the IHG People Notice training program and conducts the Holiday Inn Self Audits. The old adage, “those who can’t do teach” does not ring true for Melody. She deploys the Journey Principles and Tools in all that she does. As Front Office Manager her team creates goals of performance both individually and as a group. Each is empowered to do whatever it takes to create a wonderful, repeatable and referable experience for the guest. Melody models this behavior. Recently one of the regular Hudson Valley Manor guests from IBM was pregnant and the front desk staff learned she was expecting a boy. Melody made a note and when the baby was born a gift was sent to her home from the team honoring the new son. The new mother was overwhelmed with the compassion shown by a hotel front desk manager.

Assistant Front Desk Manager, Rachel Altizio explains life with Melody, “She is a great role model and coach. She teaches her staff everything she knows in a clear, concise manner and allows us to practice our new skills in an independent and supportive environment.”

Melody Lloyd... a true reflection of the unique culture of Meyer Jabara Hotels.

DENISE MAIATICO

Lehigh Valley Regional Director of Sales and Marketing
Her MJ Journey began in 1998



Coming Soon.

ANDY NYLAND

Senior Ghost in Residence

Admiral Fell Inn

His MJ Journey began in 2004



Andy Nyland came to the historic Admiral Fell Inn just before Halloween 2004. A little pancake make-up and costuming and he was telling the haunting tales of the seaside community of Fell's Point. The guests loved him. When the original "Ghostie", Rebecca Milow, followed the light away from the hotel, Andy stepped into the spotlight and accepted the role of Senior Ghost in Residence.

Hotel operators don't take acting courses in hospitality school. Managing a troupe of seasoned actors who bring to life engaging story times, realistic ghost tours, and delectable period tea parties does not require the same skill set as leading a team of room attendants or banquet servers. Andy took on the role of "coach." General Manager John Lowe explains, "Andy has taken the lead role in formulating the ghost activities in our hotel. He always includes the other ghosts as well as other associates in the development of them. He helps us find new ghosts to add to the team and trains and teaches them... all without a management title or responsibilities list."

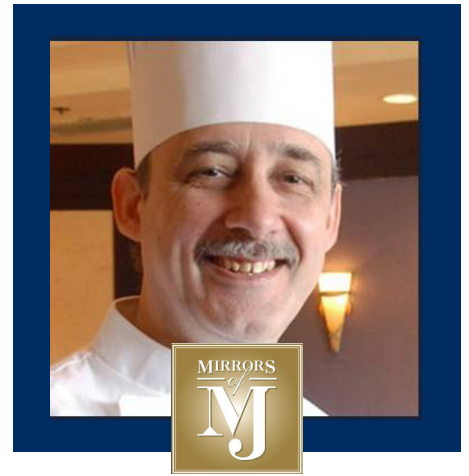
Andy is very active in the Baltimore theatre community and many seasoned actors look at the Admiral Fell Inn as a stage because of him. There is always activity, visiting thespians and fresh ideas flowing in and out of the hotel. Andy Nyland brings life to the ghost business and the guest business.

CHEF FRANCO PATERNO

Executive Chef

Marriott Providence Downtown

His MJ Journey began in 1985



He was born and raised in a small town in southern Italy where the abundance of typical Mediterranean foods played an important role in everyday life and in creating the expectation levels of excellence in the mind of Franco Paterno, Executive Chef. A quest for the American dream brought his family to a small Rhode Island town with a large Italian/American community and it was here he discovered the world-class training at the Johnson and Wales University Culinary School.

Chef Paterno developed his skills through making contributions at some of the finest restaurants and resorts in the country but he found his home back in Rhode Island at the Providence Marriott. “Many changes have occurred over the past 21 years,” he reflects, “but one of the best was creating the Bluefin Grille, a fine dining restaurant concentrating on serving the freshest seafood available, prepared and presented in contemporary cooking methods.”

“I was the new kid in the kitchen,” James Cook says of his early days with the Chef. “He was legendary as a teacher. I soon learned why. Franco has created an atmosphere where everyone wants to make sure the operation is successful whether he is there or not. He reminds us how important it is to change with the guest and how rapidly that occurs. We talk about WOWing the guest all the time.”

The term “family” has a broad definition to Franco. He treats all associates like family and counsels them with compassion and empathy. The Executive Sous Chef shares his story, “My wife was having surgery for possible thyroid cancer. It was a busy weekend and I was fighting with my concern for my wife and my inherited strong work ethic. Franco pulled me aside and explained to me the importance of keeping a strong family base to help ensure even better work performance. He advised me to go to the hospital. That lesson will stay with me for life as will my respect for Franco Paterno.”

RICKY PAYNE

Banquet Captain

Sheraton University City Philadelphia

His MJ Journey began in 1989



“It only works if you use it,” Ricky Payne declares in reference to The Journey culture and its principles. “If you do, you will always know the right thing to do.” Ricky also shares that he believes it is his responsibility and honor to teach others The Journey way of working and living so they can enjoy each day to its fullest.

It is important to Ricky to enjoy the moments. He has made a career out of it. But it wasn't always that way. Ricky was working in the banking business nearly twenty years ago and doing fine but he was often restless and anxious to find more passion in his work. He shared these feelings with his mentor and father, Reggie. The words of a father resonated in Ricky's heart, “Son, come to work with me and I will show you a job you will love forever.” So Ricky followed his father to work at the Four Seasons Hotel. It was a magical day that grew into magical weeks. Reggie taught his son everything he knew about the hospitality business and Ricky was hooked. He followed his father's footsteps to happiness.

Ricky also followed in the footsteps of fatherhood. He and his wife, Luaretta, have five children. He has watched four of them walk across the college graduation stage and will soon see his youngest walk onto the campus of Penn State as a Freshman. They are his inspiration and proof that The Journey principles have a place in the home as well as the workplace.

One coach at the Sheraton University City summed it up, “I never learned so much from one individual than I did when I was Ricky's coach. I thought it was my role to teach him, but he taught me and I owe my coaching abilities and guest service skills to Ricky.”

BRENDA ROBINSON

Reservation Manager

Sheraton University City Philadelphia

Her MJ Journey began in 1992



For over fifteen years Brenda Robinson has served the guests and associates of the Sheraton University City with her wise, consultative approach. She truly celebrates the differences in people and believes in the Journey principle, “Do What You Do Best and Leave the Rest to the Rest for Whom it is Their Best.” She even uses this principle in her personal life as she honors the distinct differences in her three children. “I apply this principle every day with my children. Ivory may be good at one thing, Ikeem at another and Issan at something completely different. I am able to appreciate and love them for their individuality rather than trying to compare them to one another. Each one is so special.”

There are people who look around at others to find the source of their problems. Not Brenda. She looks within herself to find solutions. As Reservations Manager, Brenda found herself in a coaching situation with two reservation agents who did not get along so well. The bickering was a bit much and a little intense considering they all did their jobs side-by-side on one workstation. Faced with the possibility of having to terminate one of the associates, Brenda recalled the Journey questions, “What part do I play in this problem,” and “What must I change?” She had the answer. She moved her own work area, where she had been located for so many years, right in between the two associates. The bickering stopped. The associates’ careers flourished. The Journey worked.

The culture of Meyer Jabara Hotels is unique because people like Brenda Robinson are unique and they reflect that desirable difference in all they do.

DONALD SATTERFIELD

*AM Chef and Swan Master
Hilton Wilmington/Christiana
His MJ Journey began in 1995*



There was no doubt Donald knew the flawless foundations of providing great food. He had been doing it for ten years at The Estate when the leadership charged the staff with expanding the hotel's breakfast offerings. The finish line was "a remarkable breakfast experience worth repeating and referring." The team knew it would take more than food and propping alone. It was well known that Donald enjoyed talking to guests at their tables and introducing himself. He could add the human engagement portion on the breakfast menu. The omelet station moved "on stage" and so did Donald. Twenty to thirty positive guest comment cards began flowing in daily....all referencing Breakfast at the Estate.

There is a wonderful evening tradition at The Estate - - the Royal Swan Feeding. The red carpet is rolled out and the tuxedo-clad Swan Master appears with the brass mallard head cane and beautiful bell. The Swans of The Estate leave the comfort of their pond and march up the red carpet to greet the guests and enjoy a little noshing. It takes a special person to engage the hearts and minds of guests in such a unique activity. Donald engages each one in a positively memorable fashion.

His love of the guest has gained him many awards such as Hilton's "Got Caught" Award in 2005. His love of his peers has allowed him to be named The Estate's Associate of the Year award, not just once but three times. He has not missed one day of work in three years. He would worry too much about who would make the omelets and march the swans to the celebration.

DEBBIE SAWICKI

Regional Controller

Harbor Magic Hotels & Hilton Wilmington/Christiana

Her MJ Journey began in 2003



Traveling several times throughout the year with her parents and beloved nieces makes Debbie aware of the importance of excellent hospitality experiences. Understanding the necessary ingredients for a perfect hotel experience affords Debbie the ability to understand appropriate allocations for guest-centered initiatives. This holistic approach to her job makes her an incredibly valuable member of the team. She is not just a gatekeeper but also a lighthouse guiding others toward success instead of danger. Henry Kelly, CFO for Meyer Jabara comments, “Debbie’s ability to multi-task is very strong and not easily done by persons in her position. Her accuracy in the work she does is also very outstanding which is obviously very important for this position.”

Every team needs a controller but many teams would confess that their controller isn’t someone high on the invitation list to the next Superbowl Party. Debbie breaks the stereotype. She is fun and caring... sincere and thoughtful. Never is there a forgotten birthday within Debbie’s circle. She remembers anniversaries and important events in others’ lives. If a teammate’s family member is sick, Debbie will send a card and check in periodically to see how they are doing. Very seldom does the word “I” escape Debbie’s mouth. “We” is her approach.

John Lowe, General Manager of the Admiral Fell Inn in Baltimore shares his thoughts about Debbie, “If I were to ever develop my own hotel, Debbie would be the first person I would recruit. She exemplifies all the traits of a Mirror of MJ in her everyday professional life and is the absolute best controller I have ever worked with.” It all adds up to create one valuable member of the MJ Family.

KIM SCHIMANSKEY

Reservation Specialist

Meyer Jabara Revenue Center

Her MJ Journey began in 2003



If we didn't live in the culture that embraced change and believed it was positive.... there would be no butterflies. Kim Schimanskey began her Meyer Jabara career as a shy and reserved person. There were many times her voice told a story of uncertainty and fear but she was intrigued with the culture that promised the permission to try and possibly fail as long as learning was applied and results eventually achieved. She captured a huge breath and took flight. In 2006 Kim was named the Revenue Center Associate of the Year.

The thing that stands out about Kim the most, oddly, is that she doesn't stand out at all. She is the epitome of a team player. Her "nose to the grindstone" work ethic makes her a trustworthy and reliable player; but, the fact that her nose will lift from that grindstone when the opportunity for a heart connection arises makes her a valuable associate who is also loved. Kim cares. It's the kind of caring that isn't questioned or turned on at politically correct moments. It is a constant. It is quiet. It is a powerful unifier.

If a guest is fortunate enough to make a reservation with agent Kim Schimanskey, then they are in good hands. She holds each reservation with the highest regard, treating it as if the guests were her special friends. The last call of the day is just as important as the first. Empathic listening makes Kim more than just an order taker.... She becomes a friend. Vickie Miele, Revenue Center Manager describes Kim, "She paves the way for the experience we want every guest to remember. It begins with Kim."

It is easy for Kim to keep her head and heart with her job during working hours because her home foundation is strong and supporting. A twenty-five year marriage, daughter and granddaughter keep her grounded in her "greatest joy."

Kim Schimanskey is a wonderfully ordinary person with an extraordinary commitment.

TERRI STANGANELLI

Risk Manager & Telecommunications Manager

Meyer Jabara Hotels Southern Office

Her MJ Journey began in 1983



It would be easy to list the financial reasons why Terri is such an asset to MJH. She is continually managing risk and assets as if her name was listed as ‘owner’. There have been numerous times when Terri has saved thousands of dollars with just one smart decision or one extra effort. Although talent and results are important qualities, the true reason Terri Stanganelli is an appropriate reflection is because of her empathy and integrity. Terri consistently puts herself in the shoes of her internal customers. She responds quickly to calls and emails. She follows up to make sure the problem is solved or the question is appropriately answered. She tells the truth. She is extremely dedicated... never taking her eyes off of her goal of excellence on the job while at the same time balancing her life as a wonderful mother and wife.

It's hard to get people excited about insurance, just ask that little gecko that talks about everything but insurance. Terri doesn't talk about insurance either... she talks about success and new learning. She asks questions instead of mandating standard operating procedures. She is a coach who also suites up and plays the game alongside the quarterbacks.

The heart of Terri Stanganelli is amazing. She is a passionate learner who is always willing to tackle a new challenge and then turn around and share what she has learned with others. She steps outside of her work requirements to take on additional responsibilities which help her to better understand the operational challenges of hotel management. She is a trusted friend who isn't isolated to one circle within the company culture but rather weaves her way in and out of every circle and leaves positive footprints behind.