



STORIES OF THE MIRRORS OF MJ

2009

AGNES ALLEN

"I have learned that success in life - - both personally and professionally - - is built through developing heart connections and partnerships."



She carries the heart of a true “partner”...helping others achieve what they need in order to be successful in their jobs and their lives. It doesn't really do any good to give Agnes a job title. She doesn't do just what a specific job title tells her to do. Oh...she does her job responsibilities extremely well... But, she believes helping all people, and doing what is necessary for the success of the whole is also her responsibility. Because of this fact the people on her Boston Courtyard team make statements about Agnes like, “She is like my second family!”

Agnes Allen moved to the United States from the Island of Montserrat over thirty years ago. She jumped into the workforce and began her career serving others. For eighteen years prior to coming to Meyer Jabara, Agnes worked for Sheraton Hotels and Resorts in housekeeping. Then in 2004 she grabbed the opportunity to be a part of the opening team for the new Boston Courtyard at Copley Square. The Journey culture is a big reason Agnes is with Meyer Jabara today. As Executive Housekeeper she is thrilled that Leading the Journey has taught her how to be a better leader - - a leader that is always learning and adapting. She has always embraced the idea that Change is Good. Her life has been about embracing change and enjoying the moments. Her heart is light and she brings joy, humor and a warm smile to the people of the Courtyard every day. Agnes is married with two wonderful children and two adorable grandchildren. When that rare free time shows its face, Agnes is known to pack a bag and head off for a getaway of her own. She enjoys traveling and escaping to the movie theatre. We are lucky that Agnes is a learner and brings that appreciation for memorable experiences into the lives of those who visit the Boston Courtyard.

AUDREY KRIJT

The ever-changing and challenging world of hospitality gives her opportunities to bring all aspects of The Journey to life - - especially learning.



It would be expected that an HR Director embraces The Journey – but this HR Director actually lives it every day. Audrey Krijt enjoys the Journey’s focus on learning most of all. Each coaching conversation includes the famous words, “What did you learn from this and how will you behave differently because of what you learned?”

Making true heart connections is easy for Audrey - - her home is a showplace of healthy, happy relationships. Her husband, Richard, and her two children, Ethan, 6, and Maya, 3, are her true reasons for living. She is happiest watching her children learn and grow and taking to the dance floor with her talented husband. She also travels extensively and enjoys exploring other countries and their unique cultures. Audrey holds a Masters Degree in HR Management. The title of Human Resources Director puts Audrey in positions to truly help but her genuine caring heart makes that help empathic and meaningful.

“ I find that helping others is very rewarding. It is very satisfying to know you have made a difference in someone’s life.” Audrey is the real deal. Making the world a better place is her true desire.

BRYAN SULLIVAN

You might see him hosting the greatest Raven's tailgate party ever – or dishing it up at as a Guest Chef at the James Beard House in NYC. But just stay tuned; he might have his own Chef Bryan cooking show on television some day!



Chef Bryan loves working in the hospitality industry. Ever since he was a small boy he loved cooking. It started when he would cook alongside his grandparents. He quickly learned how he had a gift to make people happy and please them through great food and genuine hospitality. He always knew that a culinary and hospitality career was his calling!

Chef Bryan is a graduate of Johnson & Wales Culinary School with his BS in Culinary Arts. He worked his way through school at numerous restaurants and did his internship in Ireland. After graduating he entered the culinary world in Washington, DC. One of his jobs included working for the famous Citronelle Restaurant under Chef Michael Richard. He later returned to his adopted hometown of Baltimore and went to work at the Admiral Fell Inn, as the Banquet Chef and eventually the Executive Chef. He left the Admiral Fell Inn and went to work for Camden Yards as the Executive Chef for three baseball seasons. In 2008, he returned to Harbor Magic Hotels as the Executive Chef for all three hotels as well as two of the Pintail Yachts.

Bryan is a CEC- Certified Executive Chef from the A.C.F. and dreams of getting his Certified Master Chef accreditation. The Journey culture appeals to Bryan because it empowers him to learn and try new things. Constant growth is a key to his success. In this learning culture he embraces his role as a coach and enjoys sharing his skills and techniques with those aspiring to make a difference in the world of culinary hospitality.

Bryan finds joy and support at home with his wife of three years, Jennifer.

EMPRESS NEAL

Empress understands the quote, “Life isn’t about the destination - - but rather, it’s about the journey.” She is so passionate about the importance of enjoying life along our trek – she named her daughter, “Journey.”



Life should be fun. Work should be fun. Hospitality is fun and helping others is fun. Empress Neal is in the right job, in the right place, making a positive difference in the lives of those she serves. And she has fun doing it. It makes her feel good to take care of others and to deliver exceptional experiences to her guests. She is constantly looking for ways to “make magic” for the guests of Harbor Magic Hotels.

To know Empress Neal is to know a happy woman. She lights up the front desk at the Pier V Hotel in Baltimore with her warm, genuine smile. If you know Empress you also know that she adores children and seeks to make life easier and more fun for every child she encounters. Before joining the Meyer Jabara family she was teaching Pre-K for House of Ruth, a battered women’s and children’s shelter in Baltimore City. For extra money she worked for a temp agency in banquets at The Pier V but the double work load was daunting. Empress had loved the culture of the Pier V and when a full-time position opened up; she found a true home on the MJ team at The Pier V. Empress has embraced the ability to learn and grow within this culture – serving as a Night Auditor, Front Desk Agent, Supervisor and eventually Assistant Front Office Manager. Today she holds her absolutely favorite position of Experience Specialist – making magic for each and every guest. Empress is married to her middle-school sweetheart and they enjoy life with their two children Dan, 13 and Journey, 2.

GINA MARTENS

What does she dream of? “Watch Angelina, Francesca and Bella grow up to be confident, independent, well-rounded young women.” Truth be known - - they would only have to model their mother to make the dream come true.



She is an award-winning sales director recognized for her work both inside Meyer Jabara and within the hospitality industry. She credits the Journey culture for allowing her to hone her craft and focus on doing what she does best while letting others do what they do best. She is focused. She is a relationship builder. She is a true Mirror of the best of the Journey.

Gina Martens graduated college with a Bachelor of Science in Hotel Management. That degree opened many doors in large hotels throughout the Pennsylvania area...working at front desks, in front desk management and conference services. It was her ability to develop heart connections that lead her successfully towards Sales. She was good at it - - at serving others...not with the intent of selling them something, but with the true desire to arrange events and opportunities that would create wonderful memories for others. She seeks to create success for those she serves.

Gina enjoys life with her husband, Carl and their three girls, 8, 6 and 3. Life with the girls keeps them both extremely busy with activities: twirling, coaching, ice-skating, cooking, traveling. It is a wonderful life. And her appreciation for life's best moments makes Gina Martens an empathic and wildly successful sales director.

JEFF HACH

He has a little skill at slight-of-hand magic tricks but he has a lot of skill at making magic happen in people development and serving others. No rabbits in hats, just genuine caring for people.



The hotel world is grateful that Jeff Hach was a struggling newspaper man nearly thirty years ago and couldn't find a suitable job. That fact forced him to enter the world of hospitality where he found his true calling at making people feel welcome and modeling service with a heart. The list of accolades is extremely long with the latest including the coveted Marriott International Award –Opening General Manager of the Year.

It is a good thing there are plenty of shelves in the office of Jeff Hach. He needs them to hold all the awards that bear his name - - numerous General Manager of the Year awards from brands such as Holiday Inn, Choice Hotels and Four Points Sheraton. These awards don't come just because he runs a tight ship and delivers on the brand standards...they come because he is a learner and a teacher. The Journey culture is a perfect fit for Jeff. He loves to learn and just as soon as he does – he runs to the people who serve the guests of his hotels and teaches them everything he has learned. He believes knowledge is power and he constantly finds ways to give away the power. Jeff is also the poster child for the principle, "Change is Good" having thrived through the struggles of Meyer Jabara rebranding the Four Points Sheraton in Canton to the Courtyard by Marriott. Jeff confesses, "The last nine years with Meyer Jabara have been filled with challenges, learning opportunities and self-fulfillment I never imaged possible."

Jeff and his wife strive to teach their two young sons how to appreciate life. They embrace the moments they enjoy together – whether building model airplanes that really fly or learning how to play the trombone together. The desert southwest still calls to their souls and they dream of returning someday. But the Hach family makes any place they land a home by developing true heart connections with those they care about.

JOHN LOWE

Few people put themselves at the top of the list, "The luckiest and happiest people I know;" but, John Lowe greets every day with that belief. Life is good!



He was born in Philly, the youngest of ten children and was raised in a packed house of people and activity in South Jersey. Maybe that is why John Lowe is happiest in the hotel business when the house is full and the lobby bustling with people. He is a people person – born to serve and make others feel important and valued.

John Lowe loves The Journey. The main reason is he sees how it helps people be successful at work as well as in life. The principles cross all roles and responsibilities. He carries the heart of a servant, being truly thrilled to create memorable moments for guests and associates alike. It is like a puzzle to John - - trying to learn enough about a person to piece together something kind that will be meaningful through their eyes. The hospitality business is in his blood, having started as a dishwasher at a hotel when he was just sixteen years old. He attended college in Kansas on a football scholarship and then entered the world of hospitality again. He has worked in various leadership roles for Meyer Jabara at multiple properties - - being honored for his results at the Christiana Hilton and the Harbor Magic Hotels. Today, he embraces the ever-changing world of hospitality in the Lehigh Valley with creativity and the spirit of entrepreneurialism. John is a proud father of two wonderful children , Rachael and Brandon. He looks forward to enjoying life as he grows old with his wife of sixteen years, Maria. Life is good for John Lowe - - but life would be amazing if those Philadelphia Eagles could bring home a Super Bowl title. Now that is going to require a little John Lowe luck!

JULIE ADAMS

She used to carry the theory, 'If it isn't broke, don't fix it.' But as an advocate of the learning environment of The Journey she cheers, "How do we break it and make it better?"



Julie believes The Journey challenges us to be better people, treating each other the way we want to be treated. She brings that empathy into every reservation, hoping to start their memorable moment before they ever even pull up to the hotel. To know Julie is “to know a friend at the Revenue Center.”

She was bitten by the hospitality bug just after marrying her high school sweetheart. Julie was born and raised in Connecticut but her husband was transferred with the military to a post in Oklahoma. She found a home behind the front desk of a Holiday Inn there. When the opportunity to move back home to Connecticut arose, Julie was thrilled. She wanted to live close to her family and lifelong friends. But she also had a desire to work for the home office of Meyer Jabara Hotels.

The Revenue Center is fast-paced and exciting. The plethora of calls is handled by approaching them one at a time... each one representing a relationship in the making. Julie enjoys the craft of photography very much and this skill allows her to picture those faces of the people she is helping - - breaking into genuine smiles and soft eyes of appreciation. What do you think an Assistant to Director of Revenue does on her day off? Of course she escapes somewhere phone service is not available! Julie loves to explore the out-of-doors, camp and spend time capturing her own memorable moments.

KAMARA PURNELL

A journey is a passage or progress from one stage to another. Kamara would not dream on embarking on any journey without packing her bags full of the Ten Foundational Principles alive in the MJ Culture.



She knew at as young age what she wanted to be. In eleventh grade a hospitality class changed her life. She soon enrolled in the Restaurant School for Hotel Management and she never looked back. The world of hospitality and creating events that people would remember for a lifetime will always hold the strings to Kamara's career passions.

Kamara Purnell was raised in northwest Philadelphia in an area known as Mount Airy. She was the youngest of nine siblings and soon found herself to be an Aunt to 25 nieces and nephews and a Great Aunt to nine more. Her most amazing joys in life are her two sons, Keon (9) and Kameron (7). "They are the greatest gifts I have ever received in my life" she proudly declares... "Oh - - and they are my standing Friday night date for movies and popcorn!" Kamara is a master at relationships and working with large groups of people while effectively managing all the moving pieces. The Journey is her compass, keeping her aligned with what matters most in the world...both personally and professionally. It also is her permission slip to do what she does best – which is to truly care for those she serves.

KAREN O'NEILL

"Giving unselfishly with passion...that is what it means to serve others well"... a personal mantra for Karen O'Neill, dedicated leader, mother, advocate for children in need, community volunteer.



Most people get true joy out of personal accomplishments. As a Sales Manager, Karen loves to hit home runs too...but her personal high comes from teaching The Journey and watching her students "get it." When the light bulb comes on for them, Karen's heart sings for she knows that a great journey of continued learning is awaiting each one.

Karen grew up as the youngest of eight children and married just out of high school. The young couple first moved to Louisville, Kentucky...and then continued to move frequently for the next twelve years. Her job titles varied - - Controller in a nursing home, underwriter for a pre-paid dental Insurance company, accountant for ComAir in Cincinnati. Independence was always a strong suit of Karen's and it served her well after divorce. She moved back to Pennsylvania and became a weekend warrior at the Holiday Inn while she raised her daughters. Soon the place began to feel like home and she entered the full-time world as a Sales Manager. One of the greatest days of Karen's life was promotion day to Director of Catering. Today she enjoys a solid life balance and wonderful relationships with her two adult daughters. As Catering Sales Manager she embraces the Journey Principle of Empowerment to promise, sell and deliver exceptional experiences for her clients. Life's journey has been filled with challenges and opportunities for Karen ...the opportunities have been grand and she looks forward to life as a grandmother and valued contributor at the Holiday Inn. "No regrets" is not only a statement of reflection for Karen but also a goal set for each day.

LYNNE COPPOLA

She doesn't look at them as clients...they are her friends. Each new bride truly feels that when Lynne Coppola sends the "First Couple's Christmas" ornament to the house of newlyweds who chose to have their celebration at her hotel.



Without heart connections, you got nothing! Lynne Coppola believes firmly that The Journey revolves around true, empathic, sincere heart connections. It is her favorite principle both at work and in life

For over ten years now she has been married to her wonderful husband, Mike, and she embraces the opportunities to hang out with her two step children, Justin (17) and Cailey (14). It is that love of family and spending time together that makes her so good at her job as Assistant Director of Catering. She understands that she is dealing with real people and their expectations and their dreams...not just numbers. It is a little difficult to make friends with Lynne - - not because she isn't warm and inviting but because she doesn't stop running about long enough to really get a word of hello in edgewise. She works very hard for the people she serves. And she has an eye for the littlest detail. But there is one thing that Lynne stops running for and that is the opportunity to teach others on her team about The Journey and how it focuses each of us on what we do best. She is happy and fulfilled at the Stamford Marriott because she has that daily opportunity to do her very best.

Lynne enjoys sneaking away now and then for a plate of amazing sushi at a neighborhood bistro. In a perfect world she would find that amazing California roll on a beach in Hawaii. On cold Connecticut days, that dream keeps her focused on creating success and someday traveling to the Aloha State.

MARIA GONCALVES

The Journey provided Maria an opportunity to learn. With learning came growth and with growth came opportunities beyond her wildest dreams.



Prior to working in the hospitality business Maria crafted watch bands for the Speidel company. Prior to that she worked in the sample department of a company named Possible Dreams. Little did she know that her biggest dreams would come true while working for a company named Meyer Jabara.

Maria credits The Journey for creating a sense of team at the Providence Marriott. She believes the best part of the culture is the emphasis on everyone helping each other to do what is necessary to create success for the guests. She also loves the emphasis on learning. Because she has been challenged to learn and try new things, Maria has found herself in a position to take on additional responsibilities and helping others learn. Maria is not defined by job title...she knows no boundaries for helping. When asked to name her favorite principle of The Journey she smiles and replies, "Heart Connections and Partnerships." No one is surprised by her answer.

When not taking care of the guest, Maria is spending time with her beloved family. She is good at it for sure - - having been married for 31 years. They share two wonderful children, Arlemana 28 years old, Stefan 23 years old. Maria finds great joy playing with her three grandchildren.

KARA ANN NAIMOLI

She doesn't think of a job. She just gets in her car each day and goes to The Estate to change the world...one sweet morsel at a time.



As part of an Italian family, Kara remembers food being an important part of life from a young age. She has fond memories of learning how to cook from her grandmother. In her teen years, Emeril became a strong inspiration and she decided to pursue a career in food. She graduated from Delaware Technical Community College and has been educated in pastry arts at The Restaurant School.

Dreams have always spurred Kara Ann towards exciting goals. They still do. Some are stretch dreams - - owning her own bakery, marrying a professional sports player from her home neighborhood of South Philadelphia... but others are simpler like making an amazing Gingerbread House and being awarded first place for it at the Delaware Technical Community College Annual Gingerbread Contest. Kara Ann is an extremely giving and sharing person...loving how The Journey culture encourages people to work together and link success goals. She is truly happiest when working together with others to make something really wonderful. Scrapbooking is a big hobby for Kara Ann because she wants to be able to capture those together moments and preserve them. But there is one thing that she does only alone. She won't share her secrets. She might even lock the door to the kitchen when she is mixing. Her grandmother's famous biscotti recipe is what she is best in the world at and she wants to keep it that way. She will share her heart, her dinners, many of her favorite recipes and her finished masterpieces...but she will not share her recipe for Grandma's Biscotti. The friends of the Estate are okay with that because Kara Ann shares more than her recipes...she shares her heart.

PHIL HOGAN

It was Albert Einstein who said “Try not to become a man of success; but, rather try to become a man of value. “ What better way to be a man of value than to serve others.



How you treat other people defines who you really are. Phil Hogan stated those words as if they formed his personal mission. The Journey has ten principles that Phil believes define core values not just for work but for life.

He wasn't supposed to stay in the hotel business. Born and raised in Southwest Philadelphia, Phil Hogan attended West Catholic High and St. Joseph's University. In 1992 he moved to Delaware and grabbed a job at a hotel as a night auditor while he continued his education. He earned a Bachelor's Degree in Marketing and a Master's in Finance. He envisioned a different kind of career but "that hotel business just gets in your blood."

It is also in Phil's blood to serve others. He serves them with his heart, his leadership abilities, his empathy and listening. Most passionately he serves the Alzheimer's Association having been named Team Captain for being one of the five biggest money raisers for the Memory Walk. But he also serves others with his words. He loves to write. His dream is to someday become published and retire as a writer who gains inspiration while spending his golden years on the beach.

RENEE CARTHEW

A key Journey Principle is the development of Heart Connections and Partnerships. To live The Journey means to help others achieve true success. Renee Carthew uses this Principle every day.



Her official family includes her three daughters but Renee considers the guests part of her family - - those that she works so hard for in the development of memorable moments. “I started out with a small family and it has just grown and grown over the years. Today - - my family is huge and we stay connected.” Renee has a perpetual welcome mat always dusted off and ready for guests.

Serving others makes life rewarding for Renee both at work and in her personal life. It is wonderful to know a person who is truly caring and generous in all aspects of life. Renee is a teacher of religious education at St. Joseph the Worker. It is an appropriately named church for Renee as she loves to work...both in the hotel business and as a volunteer. “I teach first graders and love it. Every Wednesday evening I enjoy these young children sharing the stories of our faith and they bring so much joy to my week. My favorite time is the Christmas Pageant. I sew the costumes for the children to wear and when I see their faces on opening night and how joyful they are - - I always surprise them and let them take the costumes home so they will have a memory of the experience. It is so wonderful.” That giving spirit is so welcome in The Journey culture and in Renee’s leadership style. She received Coach of the Year award at the Holiday Inn Conference Center for her ability to bring The Journey to life for the team....giving, learning, and giving some more.

DEBORAH WALKER

Attitude is infectious and Debbie Walker is definitely a carrier. Her smile and passion for serving others has become a key reason to dine at the Hilton Estate.



The Journey's Principle of Heart Connections was created with Debbie in mind. She is the master at developing emotional linkage with those at her tables. Her repeat guests are like family to her and she enjoys seeing them and catching up on their lives whether at the Rotary Luncheon held every Thursday or when serving in the Brasserie Grille.

Debbie has been in the food and beverage industry for 34 years. Her passion has always been fine dining. At a young age she helped out in her aunt's diner and loved it. After working in a country club and several restaurants in New Jersey, she found a true home at The Estate. She began her MJ career as a maitre d' at Ashley's. Ashley's became Le Chameleon restaurant, then exclusive catering space, and the Brasserie Grille received a new concept. Debbie embraced the Principle of "Change is Good" and rode the tides of evolution.... learning and growing at each step and now she serves both in the restaurant and Banquets. This upcoming year is a milestone one for Debbie. Her daughter will graduate from high school; she will celebrate her 30th wedding anniversary with her wonderful husband; and she will celebrate twenty years with the Hilton! Life is very good. When not spending time with her Hilton family she loves to garden extensively and share her harvest with those she cares about. With Debbie on the team – the people of The Estate harvest genuine compassion and friendship every day.

SUE STIGLIANO

The Journey is a complex and interlocked combination of Foundational Principles and Tools but for Sue Stigliano it is a culture that encourages and requires mutual respect. And that is critically important to this cultural role model.



It is often said that breakfast is the most important meal of the day. A person needs their protein and Vitamin C and carbohydrates to get the day going. But Sue Stigliano believes a person also needs their daily dose of friendliness and it is her job to dish it up freely.

She actually looks at her role as the breakfast server for the Bethlehem Courtyard as her dream job. She loves making the hotel the “home away from home” for her guests. But Sue looks at this job as her chance to learn and grow. She loves meeting people from all over the world. All cultures eventually merge in the world of hotels and she gets to serve them all. Being a bright point in their Bethlehem experience is her personal mantra. She starts each person’s day off with a true ray of light and happiness.

When not working Sue loves to be with her family. She and her husband enjoy their two wonderful daughters. Their youngest, Gabrielle, is a Junior at Notre Dame High School. Jessica is a Junior at Temple University in Philadelphia. Jessica is studying Psychology “to figure out what’s wrong with her parents.” The team at Meyer Jabara thinks the student will learn that absolutely nothing is wrong with her smiling, friendly, empathic and energetic mother! She is simply the best reflection of a healthy culture called The Journey.

YVELINE BONTEMP

Yveline Bontemp is an example of a beautiful person both inside and out. Her positive attitude, outgoing disposition and infallible embrace of The Journey make her a shining example of the unique MJ culture.



Yveline came to America from Haiti with little or no schooling. At fourteen she fought diligently to teach herself to read and write. With only food service experience in the nursing home business she came to Chef Franco with the promise, “I will never let you down.” She has kept her promise and now stands as a Mirror of Meyer Jabara.

“Keep your head up!” The words dance out of Yveline’s mouth as a gentle command to remember that all things are possible in The Journey. She is proof that a positive attitude and determination can overcome any obstacle. Hers is the kind and gentle face that greets guests at the omelet station at the Bluefin Grille. Yveline carefully prepares the multiple eggs and special ingredients to order. It takes precision to flip the delicate ingredients in her pan. Whether serving a familiar business traveler or a starved professional football team, she approaches each with a level of compassion and service truly unique in the hotel world. She empowers herself to hand deliver the omelets to the tables, making sure to engage in brief and pointed personal conversations. Through serving others she believes she is teaching her precious 5 year old son what is truly important in life. She volunteers outside of the hotel as often as possible helping the homeless, the hungry and single mothers. Recently she volunteered numerous hours and dollars to support her native land of Haiti recover from the devastating earthquake. Yveline is go-getter who has learned that you get farther in life by being a go-giver.

SANDRA LOWE

She has been married for thirty-nine years with five children and seven grandchildren. She understands the power of relationships and values interacting with others more than anything else.



For over fifteen years she worked at Meadow Breeze Day Camp greeting each camper every morning with her rendition of “head, shoulders, knees and toes.” Today she greets the guests of the Courtyard Cambridge with her rendition of caring, friendliness and empathy. All hearts sing because they know Sandra Lowe.

“I am on The Journey to be part of a team that contributes to the guest’s experience. Whether it is the business traveler walking through the door who needs a smile at the end of a long stressful day or surprising a guest with a treat when they arrive in their room and adding a note to celebrate their special occasion...I think the best part of The Journey is working together to make their stay an experience that will be remembered.” Sue truly carries the heart of a caregiver. She lives the principle of serving others and epitomizes being awake to opportunities to make a significant difference. One of the best benefits of having Sandra on the team is that she brings up everyone else and inspires others to be their very best.

DAN BAUDILE

The Journey Culture has encouraged Dan to reflect and adapt and continue to grow. He is not defined by the title he carries but rather by his service to others.



It takes a special person to claim the Terrible Truth “I am the Problem” as his favorite Journey Principle. But for Dan Baudile he truly enjoys holding the mirror up to himself first to see what he has learned and if he needs to adapt anything to help create the world he wants to see.

Dan grew up in Youngstown, Ohio when the steel mills were smoking and life revolved around that industry. His father and his brother both worked in the mills. Dan decided he wanted something different and studied Hotel Management in high school. It intrigued him and he landed a job at the Holiday Inn during his junior year. For thirty-five years now he has been loyal to the Holiday Inn brand and has held just about every title possible from bellman to assistant general manager to general manager. In 1990 he joined Meyer Jabara and was thrilled to learn this company culture paralleled with his own life beliefs and practices. He shares this life journey with his wife and stepson and enjoys sowing memories rich enough to reap.

MARSHA WONG

A multitude of reasons exist to place Marsha Wong as a true reflection of the best aspects of the Journey Culture...but the most prominent reason is her undying commitment to and relentless pursuit of guest service.



If the guest is good or bad, happy or sad, mean or nice....Marsha doesn't care. They are family and she is determined to create a memorable moment with that guest and make them leave the Courtyard Cambridge feeling good about their experience.

There is a underlying and unspoken belief that Marsha may have actually invented the property PMS system. She understands her way around it so intimately – it is truly amazing. Once in awhile a person works for a hotel and does such an amazing job that she becomes an actual reason to do business with that property. Many people do business with the Courtyard Cambridge because Marsha Wong is there. The associates of the hotel look to Marsha for guidance and support. Her loyalty to the brand, the leadership, the guests and her peers is unusual and astounding. She is doing what she was meant to do...making a positive difference in the lives of all she touches.

DIANA BENINTEND

She is not a Mirror of MJ once in awhile - - she is a true reflection of the best of this culture EVERY DAY! And those that stand near her reflect better qualities for having stood there. Her loyalty and compassion are contagious - - look out... you just might find yourself caring about others if you hang out with Diana too much.



When Diana joined the Ocala team in 2008, the economy had already started to turn. She knew that in order to be successful it would take a different kind of selling - - an atypical approach. But Diana was prepared to do what was necessary to be successful - - she made a difference by developing real relationships with the people of Ocala and through friendships and a true desire to serve she found success.

Diana has spent sixteen years acquiring hospitality experience having worked for hotels such as the Fountainebleu Hilton, the Dupont Plaza Hotel, the Sofitel Miami; each one recognizing her for true hospitality. She is known for going above and beyond what is expected. When asked where she gets her motivation to do that level of service she simply smiles and gives credit to her co-workers. "They just make you want to do better...to give more."

Diana is married and enjoys her step son and daughter. She strives to teach her daughter to reach for her dreams...just like her mother. She loves movies and shopping, painting and sculpture. The artist in her looks to each guest interaction as a blank canvass - - ready to carry the story of a memorable moment.

CHRISTINE SCARLATO

She was raised to believe that everyone has a gift to give. That upbringing taught Christine to look for those gifts. She defines “serving others” as “complimenting their gifts - - helping others bring out their best.”



When I started with MJ I was introduced to the ‘Journey Culture’ and what I found was that this culture embraced the same principles that I lived my life by. I practice these principles every day and with everyone I come in contact with. These are the same principles I am instilling in my two boys.” Maybe Christine Scarlato is a great reflection of The Journey culture because she doesn’t just talk it - - she lives it 24/7.

Over twenty years ago Christine married her best friend and husband. They made a choice for her to stay home and raise the family. When her oldest son graduated high school and she felt her two sons did not need Mom at home all day – she re-entered the workforce. The team at the Holiday Inn Conference Center welcomed her into the sales department and then later accepted the Human

Resources responsibilities. Christine understands the importance of making memories. Scrapbooking is a passionate hobby of hers. The hospitality business provides her the opportunity to help craft memorable moments worth recording in life’s scrapbooks....memories for both the internal and the external customer.