



**STORIES OF THE MIRRORS OF MJ**

**2011**

# ALICE GRAY

Housekeeping Manager  
Residence Inn – Amelia Island

*Began Her MJ Journey in 2009*



It is expected that the Housekeeping Manager of a hotel keeps a focus on cleanliness. After all – that is what the job calls for. But there are different definitions of “clean” and Alice Gray’s definition is the benchmark for all others in the field. The Residence Inn Amelia Island is ranked as one of the Top 5 Residence Inn’s worldwide and has received the Platinum Service Award two consecutive years. The Housekeeping scores contribute heavily to this designation. And... Alice achieves this level of cleanliness by being a respected and loved leader, with staff survey scores well into the 90 percentile. She even scored a 94.4% on “Teaching team how to use Journey Principles.” How people feel about working with Alice can be summed up in one quote, “She makes coming to work a pleasure and being employed here an honor.”

So – one would think a person this focused on keeping a clean and orderly hotel would never have time for anything else...but not Alice. She is the leader of the pack when it comes to Destination Experience ---conducting Easter Egg Hunts, Hula Hoop Contests, Beach Parties and Arts & Crafts. She even takes on the role as head gardener, making the lobby and terrace area simply beautiful with ivy and flowers.

Then - - - in the little spare time afforded her, she keeps on making the world a better place through community outreach, leading Relay for Life Cancer Charity Events; representing the hotel at Chamber of Commerce Events and; participating in the Annual Shrimp Festival Parade.

Alice’s favorite Journey Principle is “Do What You Do Best And Leave The Rest To The Rest For Whom It Is Their Best.” This allows her to focus and invest her talents wisely.

She was born the oldest of five and worked in business from a young age to help support them. Her love of family grew even stronger when she was blessed with two beautiful daughters. Her husband Robbie is her true life partner and her family is now even more wonderful with six grandchildren!

Alice has had the pleasure of working for Omni Plantation and Hampton Inn and Suites but she has found a true home at the Residence Inn – Amelia Island. Her journey has found a destination.

# CATHY BUTLER

Accounting  
Hilton Ocala

*Began Her MJ Journey In 1987*



Her title has changed over the years. It should have! She was one of the first two employees hired when the Ocala Hilton opened in 1987.

The name “The Journey” is a perfect statement to define Cathy’s MJ career. When she held the title Front Office Manager she saw something special in a candidate named David Ordway and she hired him. Now – 21 years later, it is safe to say it was a good hire. He is a very valued Controller in the company today. He turned back to Cathy years later to ask her to assist him in the Accounting Department.

For Accounting Associates finding fault is a job perk that could result in being less than the favorite team member on staff. But Cathy doesn’t look at finding fault as her job....but rather teaching and sharing ideas about how to be successful.

The General Manager, Jeff Bailey, said of Cathy, “Finding fault is easy...but approaching mistakes with a kind and empathic heart is the key. Cathy has that heart. When I asked the staff who they thought embodied the true values of Meyer Jabara, her name came up twice as often as anyone else’s.”

Working for the same hotel for twenty-five years will allow one to accumulate a few titles like: Phone Operator, Guest Service Agent, Front Desk Supervisor, Reservationist, Reservation Manager/Assistant Front Office Manager and Front Office Manager. Her knowledge of the hotel makes her very successful at guiding sound decisions in Accounting.

Cathy is a Florida transplant...having moved from upstate New York in 1985. She is a single parent to two teenage sons but also considers the team at the Hilton as her second family. “I love that we are all working toward the same goals and that we know success is balancing the three legs of the stool,” Cathy states with a very large smile on her face.

# CHRISTINA PICCOLI

Director of Sales

Courtyard by Marriott – Bethlehem

*Began Her MJ Journey In 2008*



**I**t's funny. Most people's wildest dreams don't have anything to do with their jobs. But for Christina Piccoli...she dreams of winning the lottery - - not so she can quit; but, so she can travel the world and stay at all the best, top hotels...steal their ideas, and share them with MJ.

She started working at the front Desk of the Holiday Inn Conference Center while she was in college. Post graduation she began her career with another company but was compelled to return to MJ because of the culture. In 2008 she became a Sales Coordinator at the Holiday Inn in Clinton, New Jersey. The Courtyard in Bethlehem reached out to her at opening and brought her in as the Sales Manager. Very soon she earned a promotion to Director of Sales.

Christina finds that she must live by the Journey Principle, "Success Is The Enemy." The Courtyard was doing great with a big piece of legal business in 2010. Everyone was confident and money was good. In 2011 that changed. That piece of business went away. Christina's first response was, "OH MY GOSH WHAT AM I GOING TO DO?" But the Journey challenged her to say instead, "How can I change myself and the way I am going to do business this year?" She dug deep and revisited all of her smaller accounts. She returned to the basics of sales with a grass roots campaign and developed stronger, deeper relationships and true partnerships with her clients. One small win after another Christina was able to replace that business and actually exceed her goals.

The fact that she is a great sales person does not qualify Christina as a Mirror of MJ, but her adherence to the Principles and her willingness to truly LIVE with the heart of a servant does. She doesn't just say she cares...she demonstrates it in all that she does.

Christina is a single parent of her three year old Cocker Spaniel, Tia. She loves reading and writing poetry – for her own gratification. She was born and raised in Glen Mills, Pennsylvania and finds rejuvenation by returning there often to visit family and relax in the backyards of friends at BBQ outings. She is rare baseball fan cheering for both the Boston Red Sox AND the Philadelphia Phillies!

Christina Piccoli reflects the winning spirit of Meyer Jabara Hotels.

# CORLISS ADAMS

**Night Auditor  
Hilton Wilmington/Christiana**

*Began Her MJ Journey In 2008*



Corliss Adams walks through the front door of the Estate every evening at 11 p.m. with a huge smile on her face and a song in her heart, greeting each co-worker with a hearty “Hello!” She is genuinely excited to begin her new “day” as the Night Auditor. Then each following morning at 7 a.m. when those co-workers are returning with sleepy eyes and cups of black coffee, Corliss is still standing there smiling and greeting them with that hearty “Hello!”

Corliss is a “mother hen” always looking after and taking care of her co-workers and guests. Each night is like a treasure hunt for her...seeking bits of information about the likes and preferences of guests and sharing all that valuable knowledge with the sales team and other guest service providers the next day.

This is the second time around The Estate for Corliss. She began her career in hospitality working for the original owners of the Hilton as a Parlor Maid. She was so genuine and attentive she was soon promoted to Housekeeping Supervisor and invested seven years in that department. During that time Meyer Jabara purchased the Hilton. Corliss transferred to the Front Desk and after three years was wooed away to the Doubletree Hotel in North Wilmington and later the Embassy Suites in Newark working for a GM there named Brad Wenger. Four years ago Corliss returned to our Hilton as a full-time Night Auditor. Mr. Wenger might think she returned because of his leadership... Corliss would simply smile and credit “Mr. Wenger, Mr. D and The Journey” as her combined reasons.

Corliss’s past experiences at other properties has allowed her to truly appreciate the culture of The Journey. She loves empowerment and how she knows she can help a guest have the most successful stay possible. She can rise above the expectations to create a true memory. She can fix any problems that may develop along the way. She also knows the entire Estate team has her back....just as she has theirs.

“I just want to make a positive difference in the day and the life of someone else,” Corliss confesses with true compassion in her tone. She loves to get a smile out of someone who has not had a good day. When she can get them to smile and can tell from their faces that they didn’t even realize they had one smile left inside - - she has been successful at her job.

Corliss tries to pass on her love of life and others to her daughter, Sade’. She is a regular at the Hilton’s Food Bank Volunteer Day, is a member of the MS Society; serves the Red Cross and volunteers with a program called Literacy Volunteers Serving Adults which teaches adults how to read.

Corliss Adams makes the world a better place.

# DELMY ROSA

**Concierge Lounge Attendant  
Stamford Marriott Hotel & Spa**

*Began Her MJ Journey In 2007*



**T**he hospitality industry has formal methods to survey and evaluate Guest Satisfaction. On those surveys and comment cards, the name Delmy often shows up as a person who made a significant difference in a guest's stay. But the most profound proof that Delmy Rosa is a valued player at the Stamford Marriott comes in the form of torn bits of napkins and corners of note pages with handwritten comments telling the tales of Delmy's heart connections and service.

Delmy Rosa brings the Concierge Lounge to life with her smile, her attentive service and her heart. George Zoumboulis, the Food and Beverage Outlet Manager shared, "One morning I spent two hours in the Lounge just mingling. I had eight different guests approach me throughout those two hours telling me what a difference Delmy makes in their stays."

She learned at a very young age how to success and take care of others. Delmy was born in Honduras. At age thirteen she lost both of her parents. She had to support herself, often buying chips and candies and reselling them at school for money. After school she became a secretary which was a truly respected position and one her parents had always hoped she would attain. Twenty years ago Delmy left Honduras for America and she has worked in the hospitality industry since that time.

Delmy sort of "mothers" the guests in the Lounge. She brings her skill as a mother of three and grandmother of one to this job. She also loves cooking and food - - taking great pride in arranging the food and serving it to her guests. She even owns a small restaurant of her own that she operates on weekends. It was always a dream of hers to have her own restaurant. She is truly amazing at both jobs.

The Journey culture is a great culture that encourages Delmy to do what she does best....caring for others.



# DIANE “D” RICHMAN

**Bartender**

**Courtyard by Marriott – LaGuardia**

*Began Her MJ Journey In 1980*



When asked what she likes best about the Principles of The Journey she quickly replies, “The Three P’s.” When you explore why ‘Power, Permission and Protection’ are so important to Diane Richman she honestly answers, “I’m not scared anymore to exercise my judgment to do what is right for my guests.”

That is a good thing because her judgment is amazing. How many hotels are known as “That hotel at the airport that has the incredible Bartender.”

Diane, or “D”, as she is known, is famous for making the guests of the LaGuardia Courtyard feel at home. With the simple act of serving a beer she can make a guest feel as comfortable as if he was at home on his own couch with the remote control in his hand. One example is the time a guest shared with D that she liked Jalapeno peppers with her beverage. The next day Diane showed up for work with a bag of peppers bearing the guests name. Her amazing knowledge of sports trivia makes her a favorite competitor at the bar. She is famous for creating Kodak Moments like the night she lined the bar with lit candles and sang songs way into the early morning hours during the NYC Blackout.

It would be easy to think that a 30 year service employee might be a little burned out. Not true in this case. Diane is as fresh and ready to WOW as any newcomer thrilled with a first job.

Longevity and loyalty is a strong suit of Diane’s having been married to her husband, Andy for twenty-six years. They have three children who have kept her busy in the sports world – supporting many soccer championships and being presented the Triangle Award for Community Soccer Service. She volunteers for Suicide Awareness and Bullying Prevention as well as Special ED PTA and girls’ softball.

Her dreams are simple and true. She wants to continue working in her job at the Courtyard and maybe having a grandchild or two someday.

D Richman brings joy to the hearts of those who grace her bar at the Marriott Courtyard LaGuardia.

# DOTTIE RICHARDS

Director of Sales

Residence Inn – Amelia Island

*Began Her MJ Journey In 2009*



The person who nominated Dottie Richards started out by writing, “I have known this nominee my whole life... literally! She is my mother.”

A mirror does not seek to interpret reality; rather, it reflects that which is presented to it. The reflection of Dottie Richards is real and true to the Principles of The Journey. What you see is what you get. And what you get is a package of pure energy and dedication to the staff and the guests of the Residence Inn Amelia Island.

Looking back twenty-five years would reveal a busy wife and mother involved in her Richmond, Virginia community and a part time phone operator at a local corporation. Dottie looked at each call as an opportunity to meet someone knew. Her attitude has always been one of “no strangers... only friendships waiting to be realized.”

Dottie has always brought that attitude of acceptance and love into her home. Charles, or “Coach” as he is known in his world, and Dottie have been married 44 years. She is a football wife. Charles has been inducted into the University of Richmond Hall of Fame and is a former NFL player. Today he coaches children with special needs and serves as Football Coach at Yulee High School. Together they have raised three children giving each the support and strength to further their own careers and develop their families. Their two daughters are forging their own careers in the hospitality industry thanks to their mom’s inspiration.

In 2008 the Amelia Island Fernandina Beach Chamber of Commerce recognized Dottie as the Customer Service Professional of Year and the Newsleader named her Business Woman of the Year in 2010. She just smiles when you ask her about it. Service isn’t something that you sometimes do...it is who you are. She serves people, helps them find success and builds relationships. Along the way she sells some hotel rooms and teaches others how to do the same. The hotel has experienced true success even in this time of economic challenge.

Life is a journey for Dottie Richards. We are just fortunate that she chooses to travel a portion of it with us.



# ELLEN MASTOV

**Accounts Receivables Manager  
Courtyard by Marriott – LaGuardia**

*Began Her MJ Journey In 1995*



When the Courtyard Marriott LaGuardia was a Ramada – Ellen Mastov was an intern at the hotel. It is her home away from home and she works to make it that way for every guest.

Her title today is Accounts Receivables Manager but it really should be the “Deliver the Promise Manager.” She spends countless hours serving as a Lobby Listener and hundreds of associates have graduated from her Living The Journey classes. She serves as hostess for the annual Pool Members’ Event and solicits Voice of the Customer comments at all hotel activities. She is a true player with the differentiated hotel experience. Don’t be surprised to see her dressed as Mrs. Claus at Christmas complete with a backdrop of Carolers for support.

Oh, by the way, Ellen is tremendous at her real job in Accounting. “Ellen has the unenviable task of maintaining timely and accurate billings of over 125 airline rooms per day. She makes sense out of thousands of sign-in sheets and puts it together so even the novice hotelier would understand. Even during crunch time she always takes time to answer a question. She anchors our very successful Accounting Department,” professes the Senior Sales Manager, Miguelina Flores.

Ellen loves the Principle “Change is Good.” She knows if you are not changing...you are slipping backwards. Ellen was raised in Queens, NY but was born in Russia. She lived in Italy for a year and has traveled across Europe and the Caribbean Islands. She will soon be married to Lucas Jimenez and she finds true joy raising her son, Joshua. When asked what she loves to do while not working or mothering, she will enthusiastically answer, “Shop and dream BIG!”

Those dreams usually involve fashion, modeling, interior design and cosmetics. She also respects the process of exercise to take care of the body, mind and spirit. A perfect future would be to own her own retail fashion clothing business complete with a Beauty Parlor and a company culture called The Journey.

# RACHEL CLARK

Front Desk Supervisor  
Admiral Fell Inn – Harbor Magic

*Began Her MJ Journey In 2010*



She calls Baltimore “Our City.” She should. She is a Certified Tourism Ambassador. But she is not a native, having grown up in New Jersey. When she moved to Baltimore over six years ago she quickly fell in love and found a home. It wasn’t too long before both of her brothers moved with their families to Baltimore. She is taking bets she can entice the rest of her family to make the move soon. After all - - that is what great hoteliers do - - convince people this is where they want to stay.

The Journey is the glue that holds all of the Harbor Magic properties together. Even though the employees are separated at different locations, they are all working together to make the Harbor Magic brand a unique and special one in Baltimore. Rachel professes, “We all support and encourage each other and watch out for each other...even if it is simply sending a kind email or making a quick phone call. We all care about each other, our guests and our company. The guests can feel that too. I know it because I often hear them say, ‘There is just a nice, warm atmosphere around here.’ I think that is pretty magical!”

Heart Connections is Rachel’s favorite Principle of The Journey. She thinks it is pretty awesome that a company focuses on developing true partnerships with the people they serve. “I can walk away from work each day knowing I made a connection with someone. Whether it is calling and inviting a guest down to enjoy our evening receptions, leaving a birthday or anniversary card in a room or just listening to someone tell me about their day, there is always a chance to make a connection. I just love that.”

Rachel Clark is making “Her City” and her company successful one heart connection at a time.

# JACK RICE

**Shuttle Driver**  
**Hyatt Place – Bethlehem**

*Began His MJ Journey In 2010*



**I**t is quite possible that even Miss Daisy would have fired her driver if it were possible to have Jack Rice behind the wheel! He is known among the guests and the associates of the Hyatt Place as “Jack TFSD” which stands for Jack – The Friendly Shuttle Driver.

Jack has worked off and on for Meyer Jabara Hotels for more than twenty years. He started at the Four Points Sheraton as a doorman, bouncer, driver, bellman and front desk clerk. Later he joined the Holiday Inn Conference Center team as a bouncer and driver. He wasn't known as TFB – The Friendly Bouncer - back in those days. He gained the special Friendly title when he joined the Hyatt Place team in 2010.

To Jack “The Journey” is synonymous with having heart. He has the heart to care about others. It is almost magical how he can carry someone around in his shuttle for just a short time and discover why they are visiting and what they truly need in order for it to be a successful stay. He then takes that knowledge and brings it to the rest of the team to seamlessly create a memorable experience. He even takes ownership for situations that arise with the guest and deploys his own empowerment to solve problems and make memories. Yes - - - he drives a shuttle but he might as well drive the entire Guest Service department of the hotel.

Jack was married to the Navy for fifteen years. He served our country all over the world with pride. He considered it an honor to give tours of the various military bases to other personnel and civilians. He loves soccer, tennis and boxing. He even looks a little bit like a boxer when he attacks the ball on the tennis court. He is a champion tennis player – receiving tournament titles in Scotland. He enjoys traveling and spending a great day sitting in a boat - - any kind of boat will do.

Jack Rice doesn't think of serving others as a job. It is a way of life. “Don't think of service as work. If it's work to you, it won't be genuine. Guests can tell if you're really enjoying helping them or not. You won't be truly successful if you are just going through the motions.”

He also believes that The Journey is not just a work philosophy. It is about life. It helps us all follow a good path: a path to live by, to work by, to serve others by.

Sitting in the lobby of the Hyatt Place Jack shares a thought deep from his heart, “At the end of a day, when you go to bed, you KNOW in your own heart if you've done things right or not with your day. And, if you need to do something different or better, you've got the next day to do so.”

# JOSE COSTELLO

**An Engineer On The Perfect Room Team  
Marriott Providence Downtown**

*Began His MJ Journey In 2009*



Jose Costello has a very large family....each and every associate at the Providence Marriott. That is what he considers the people he works with to be...family. Because of these feelings, Jose is the first to step up and help a fellow associate who needs a little hand up or a day off. He is centered on serving others before he serves himself. These acts of kindness were paid back to Jose recently when he suffered a stroke. His hotel family covered for him and served as a cheering squad for his fast recovery. Before long he was back at work full steam ahead and never missed a beat. The Perfect Room Team was ready and waiting to follow the lead of their Engineer Jose.

Jose grew up doing almost any job that required the skilled hands of a laborer. He was a painter, a roofer, a carpenter and construction worker. He joined the hospitality industry and found those skills to be very useful. The Journey is a perfect culture for Jose to work within. It helps a can-do guy do what he can to create problem-free stays for guests and problem-free days for associates. He knows his actions serve not only his fellow team members in Providence but also the Marriott corporation and Meyer Jabara Hotels.

Last year Jose found true happiness when he married his lovely wife. Today he enjoys spending quality time with her. He also cherishes his daughter, Vanessa who is 17 and his son, Justin who is 19. Family is everything to Jose. He thanks God every day for his blessings. "I would not be here today if it were not for God's grace. I survived brain surgery. I put Him first and then everything else comes together." Jose Costello considers himself a blessed man. The family at the Providence Marriott feels it is their blessing to have Jose at the table.

# JULIE BEARD

Administrative Assistant  
Courtyard by Marriott – Canton

*Began Her MJ Journey In 2008*



**I**t was a hard decision to make - - to leave her job as District Manager of Subway Sandwiches. But her sister, Dawn, kept telling her about this wonderful company called Meyer Jabara. She decided to make the move and today she professes **“it was the best decision I ever made!”**

Julie is one of those people who say, “I really look forward to going to work every day” and she really means it. Those are truly rare. The individuals that work at the Canton Courtyard come together and form one big family. Julie feels like an honest part of that unit.

From her own testimony, Julie confesses The Journey has made her a better person. “The Journey is all about trust and communication. It is a lifestyle for success knowing that you cannot do it all on your own, you are part of a bigger picture and you play a role that others count on. It is more than just an ‘at work’ philosophy. It carries over into your personal life.”

The culture of The Journey encourages Julie to think of herself not by job title, but rather by the impact she can have on another’s life. Whether she is completing the paperwork on a sales contract or rushing around working on a surprise birthday cake for a guest, she is displaying the heart of a servant.

Julie’s personal life revolves around eleven-year-old Cameron. Her son teaches her to see life through different eyes. She notices things and learns things that this smart young teacher reveals. They are true partners on this life journey.

She is student of life. She is also a student of nursing and hopes to graduate nursing school some day and become a registered nurse, helping people and serving others in another capacity. Today she serves the team and the guests of the Canton Courtyard as a real champion.

# JUNE BUTLER

**Room Attendant**

**Courtyard by Marriott – Copley Square**

*Began Her MJ Journey In 2006*



June knows her job as a room attendant very well. She has been with the Copley team six years and before that she worked in housekeeping at three other branded properties. But getting and keeping rooms clean isn't what makes June Butler amazing at her job...though she does that impeccably well. What makes her truly amazing is her heart for others.

One day she knocked on a guest's door and announced herself as "Housekeeping." The guest opened the door just a crack and told her she didn't need the room cleaned because she wasn't feeling well. Instead of just going on to the next room, June thought about what she would want if she were in that situation. Within minutes June was back with a bottle of Ginger Ale. It was just the right thing to do.

Doing the right thing is just something June does naturally. She enjoys caring for others and has a lot of practice with a husband, four children and ten adorable grandchildren. (June wanted to make sure the word "adorable" was in the description!)

The Flock vs. Herd Philosophy is the favorite part of The Journey for June. She loves to know that she is empowered to lead when she is comfortable and most qualified. Then she finds comfort in knowing it is also okay to follow someone else's lead when they are the best at the task. The team at Copley truly flocks together to get the job done...the right way.



# MINERVA KATSIKIS

Server

Stamford Marriott Hotel & Spa

*Began Her MJ Journey In 1990*



There are those people you know you can always ask a favor of and they will always say “yes” no matter what. That is Minerva. Whatever the situation; whatever the need, Minerva is there to help. And people notice. Manel Kane, the Food and Beverage Outlet Manager, saw Minerva’s magic in action the other day when a hotel guest entered the restaurant for breakfast and asked to be seated in Minerva’s section. He promptly escorted the guest to her section and offered to bring his coffee and water. The guest refused his service simply saying, “Minerva knows how I like it.” He turned to let her know of her guest’s wishes when he saw Minerva hurrying toward the table with coffee in hand. Later Manel asked her how the guest took his coffee and she confidently replied, “Half regular, half decaf with steamed non-fat milk.” It was from memory...as quick and professional as any computer database.

Minerva knows her guests. She has for the past 24 years. She also knows her teammates and treats each one like an equal member of her family. She honestly believes The Journey makes her a better person. The lessons learned are solid life lessons and they compliment her lifelong love of learning. Minerva was born in Mexico and came to the United States thirty years ago. She has eight siblings. The admiration she has for her father is still so very strong. He passed away when he was only 53 years old but he held three Masters Degrees. He never stopped studying and making himself a better contributor. Minerva’s 74 year-old mother just became a nurse...launching a brand new career. Twenty-seven years ago, while attending UCONN, Minerva met a wonderful Greek man, fell in love and married him. They have one son who Minerva professes is “the most handsome guy in the world.”

Minerva doesn’t just attend Journey classes to mark her name off of the list of trainees. She learns The Journey to live The Journey.

# RAY PEREZ

**Bellman/Driver**

**Courtyard by Marriott – LaGuardia**

*Began His MJ Journey In 1981*



One might see Ray Perez running down the ticketing lane at the airport with a guest's forgotten luggage. Or maybe he is spotted in the waiting line at the pharmacy picking up a prescription for a hotel guest in need. During the NYC blackout he was found in the dark stairwell carrying a wheelchair-bound guest down several flights of stairs. But Ray Perez just says, "It is part of the job." It is not the job of a hotel Bellman or Shuttle Driver, rather it is the job of a man on The Journey to develop Heart Connections and Emotional Linkage.

Ray Perez has been at this same hotel for 31 years. He confirms that this is the best of times. The Journey culture has made the spirit of service flourish through individual empowerment. He knows they serve tired Road Warriors. Week after week some of these guests find themselves staying here. Ray feels it is his job to treat them like family...family that comes home for visits.

It isn't about the tips. It is about the people. He has a heart that truly cares about others. Born in the Dominican Republic he was one of nine children. He grew up in New York and was taught to insist on striving for constant success. His high level of perseverance is ingrained in his DNA. He is a go-getter. He strives to pass that drive on to his two children, Daniel and Victoria.

It would be almost impossible to count how many times Ray has received the Employee of the Month award. Some day it might even be called the Ray Perez award.

It is not unusual to see Ray smiling as he drives the hotel shuttle from place to place. Most believe it is because he just loves his job. Others know he is dreaming of one day turning the shuttle in for a Ferrari.

No matter what he drives, Ray Perez will always be heading in the right direction.

# SAMUEL ACOSTA

**Executive Housekeeper  
Hilton Ocala**

*Began His MJ Journey In 2007*



Samuel Acosta, or Sammy as he is affectionately called in Ocala, is a role model for Executive Housekeepers everywhere. Everyone knows Executive Housekeepers usually manage the largest departments in a hotel like the Hilton. They control a lot of inventory and manage a lot of people. So does Sammy. But he is also very unique. He operates on a whole different level - - with a level of team spirit that is truly unique. Sometimes leaders use the word “my” to show possession. “My employee” denotes “I own”...but in Samuel’s case he uses the word “My” to describe the team because he is so very proud of them. He cares for them. He stands beside them – not in front to block them. Maybe this is a reason his team receives housekeeping scores ten points above the brand average while maintaining a productivity few hotels can even imagine - - well over 20 rooms per shift!

In 1980 Samuel came to America from Cuba. He is a learner and works hard to accept coaching and training. His favorite Journey principle evolves from Change Is Good. In 2011 Meyer Jabara Hotels made an effort to use more American Hotel Registry products. At first Samuel was disturbed. He used no product from this vendor and knew that changing would be monumental to his staff. In the true Journey spirit of “Change Is Good”, Samuel met with the supplier. He even traveled to Chicago to tour their offices and evaluate which products would be best for the Ocala Hilton. Samuel’s efforts became obvious as Meyer Jabara began to track purchasing from AHR. Samuel was saving the company money and keeping his housekeeping standards at excellence.

Samuel Acosta is a true Journey leader with outstanding performance in Guest Service, Productivity, Employee Satisfaction and company program participation. Most of all Samuel has outstanding performance at living life to the fullest and helping others live theirs in the same manner.

# STEVE CASH

**Executive Sous Chef  
Stamford Marriott Hotel & Spa**

*Began His MJ Journey In 1999*



**I**t was that time of day in the hotel when the lobby and front desk are packed...a crazy time on its own; but, a totally insane time for a guest to call the front desk with a special request. Steve Cash, Executive Sous Chef, was not in the kitchen but rather passing by the desk when he heard the distress in a teammate's voice. A guest had called down to the desk to have a box delivered to their room. They were planning on checking out soon and needed the box right away. All hands were busy with check-in. Steve did not hesitate. He asked the room number, found the box and delivered it with true class. This was a duty not in his job description but an action not uncommon to a man who enjoys serving others.

Steve Cash learned his love of cooking from his father and grandmother. Every time a meal was being crafted at the Cash home, Steve was there standing beside them...learning....loving. Today his own kitchen is a place of learning and love, sharing joyous moments with his wife Christina and their four-year-old son, Jason Ryan.

He attended J.M. Wright Tech School with all the intentions of becoming an electrician...but one day he took an elective class called Culinary Arts and he took to it like a fish to water. His hotel career actually began while he was still in school...working for the Westin Hotels. In 1989 he won the Vocational Industrial Clubs of America Gold medal for Culinary Arts.

The three-legged stool is important to Steve as a leader. He encourages his team to make decisions that best benefit the guest, themselves and others on their teams while also helping the hotel be successful.

Steve teaches The Journey with passion, knowing the lessons help each person find true happiness, not only on the job but in life as well.

# YOLANDA ALGARATE

**Breakfast Attendant**

**La Quinta Inn & Suites – Danbury, CT**

*Began Her MJ Journey In 2010*



Yolanda is in the process of learning English. The language barrier would be a deterrent for some...keeping interaction levels low. Not for Yolanda. The guests don't know it but Yolanda is using them as her English teachers! When asked what makes The Journey culture important to her she simply says (in Spanish) "It is okay for me to learn English here. I am on a learning journey."

Peru is her birthplace but America is now home and has been since 1984. She has two sons and one daughter and two grandchildren who all make life wonderful. When she first came to America she shares that her job was to "clean houses for rich people in New York." Today if you ask her what she does she replies (in English), "I talk to people."

Yolanda feels good about the job that she does – taking care of the breakfast experience at La Quinta. Anytime she questions her worth she just needs to pull out one of the numerous thank you notes that guests send to her. "They are very kind people who stay here," she says. "They write me beautiful thank you letters." In the world today it is unusual to stop and write a thank you letter to a breakfast attendant at a limited service hotel. But for Yolanda – it is a common occurrence.

Yolanda credits God as the reason behind her success. She loves to go to church. She assists the Priest and serves communion to the Spanish people of the church. She is an avid reader of the Bible and finds strength in the written word. She dreams of travel, visiting Rome, Italy and Spain as well as France and Greece. But for now – she will learn English from the guests that are lucky enough to eat breakfast at the La Quinta in Danbury.