



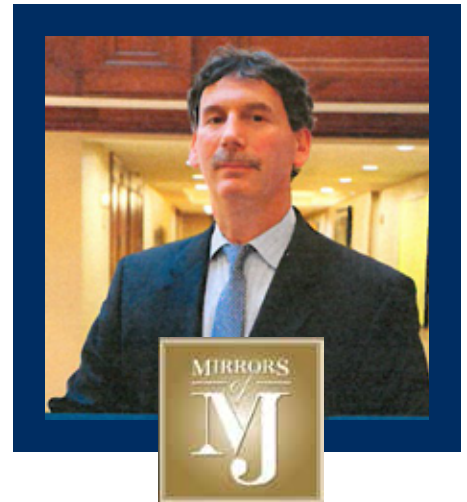
STORIES OF THE MIRRORS OF MJ

2012

ALAN EHRENTREU

Director of Catering - The Stamford Marriott Hotel and Spa

The more seasoned I become, I realize the problems are really opportunities in disguise. When problems with guests arise, it's a beautiful opportunity for our team to make it right.



For more than thirty years he has been surprising guests with his above and beyond service; but, once he found a home with Meyer Jabara, Alan discovered he could ignite the passion of an entire team to deliver memorable moments worth repeating...the world changed.

Alan gets it. He understands the concept of valuing people while delivering great performance. "Everyone is different in the way they do things and see things," Alan says as he contemplates the reasoning behind his successful leadership. "You just have to be creative in thinking how you can create an environment where they see the whole picture and can make decisions about the right things to do. I am most successful when they believe it was their idea all along!"

The New Jersey Saddlebrook Marriott was training ground for Alan. In 1978 he joined them as a houseman and banquet service. He was also attending school for hotel & restaurant management. In 1983, Alan moved to the then newly-opened Westchester Marriott first as a coffee break captain, then assistant banquet manager, and then Banquet Manager. It was a swift climb and he learned a lot about serving others and creating memorable moments. In 1987, Alan moved to the Westin Hotel in Stamford as a Banquet Manager and stayed there through multiple ownership changes and re-branding. Then, at age 40, he decided to leave hotels and join the finance world as a financial planner for Morgan Stanley. His heart called him back. He returned to the business as a Catering Sales Manager for the Hyatt Regency Hotel in Greenwich, CT, in 2004. After just 1 year there, he joined the Stamford Marriott as the Director of Catering. This has been "home" from that moment.

Alan shares that one of his biggest accomplishments, as he smiles mischievously, is being married to his wife Debbie for nearly 25 years. He proudly stands as a father of two: Jason and Alyssa.

Once Alan demonstrates how much he cares for you....you will never forget Alan Ehrentreu.

ALOURDES MEDILIEN

Room Attendant -The Stamford Marriott Hotel and Spa

Everyday is a day of gratitude for Alourdes Medilien. "I love my friends at work. My bosses let me do my job and always tell me when I am doing good or even if I am not doing something good. I appreciate that they tell me so I can do better for them next time."



As the interview began she smiled a warm, comfortable welcoming smile. She was about to talk about something she loves very much... her job. "We are empowered to do good work" Alourdes said with strong conviction. "Our bosses trust us to do a good job for the guests."

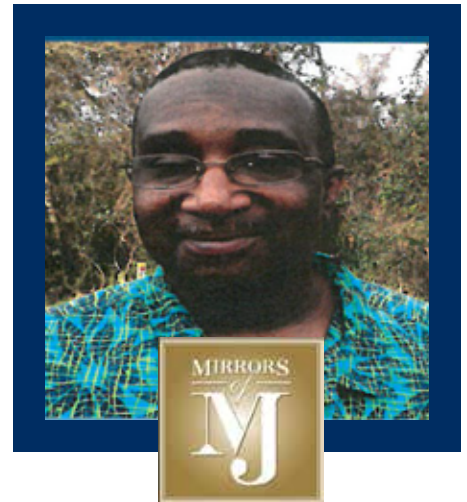
"Alourdes" and "Hard Worker" could actually be synonyms. She immigrated to America from Haiti and began working at the Stamford Marriott. It became her home away from home very quickly. This single mother of five is crazy busy. It takes a lot to raise five children and ensure they receive an education and a way to contribute positively to society. Love of family is at Alourdes' core so when she lost two sisters recently in Haiti she welcomed their children into her home and cares for them as well. To help make ends meet Alourdes also cleans office buildings in Stamford after her shift at the hotel. The Journey fits the core values of this amazing woman because she knows The Journey encourages heart connections and partnerships. "In my job - - we work with people and if you do not have a heart and good relationships with your workers and guests you cannot do a good job. It's from the heart - - like love." There is that smile again!

Alourdes Medilien brings her heart of gratitude to the people of the Stamford Marriott every day and shares it. Because of this circle of influence, lives are made better.

ANTHONY JAMES

Carpet & Floor Tech, Houseman, Van Driver

"If you see it you own it. If you hear it, you own it." The powerful statement drives this special team member each and every day. He loves to surprise the guest with unexpected service based on what he has learned by watching and listening for opportunities.



I like to be able to help people when they really need it...and not have to wait for permission. I like to do whatever I can to fix problems ." That is why the fundamental principle of empowerment is a critical cultural must-have for Tony. That is why he can fly within The Journey culture of MJ.

Tony and his family moved from California in 1996. He began working in Security at the football stadium we now know as Ever Bank Field. He also worked Security for the Times Union Building. The hospitality world also called to him and he found a ten year home with the Amelia Island Plantation -now the Omni Plantation. His hospitality home changed to the Amelia Island Residence Inn in 2010 but he continues to work for Times Union and Rock Ten in the evening hours.

Tony likes to make even the simplest of interactions memorable moments. Special events are not new to him. During his tenure with the Stadium he worked Security for eleven Super Bowls, one Marde Gras right after the 911 disaster, one World Series, two NBA Championships and five Final Four College Basketball tournaments. There were also multiple Nascar races and concerts and impressive Broadway musicals and plays.

Caring for others is not just a 9 to 5 role for Tony. He and his wife, Cornelia are raising two wonderful children of their own and serving as a foster family for several other kids. He is a master at rolling out the red carpet of empathic care for others to walk down. Anthony James also makes sure that carpet is perfectly maintained. He is a master at his craft.

The Journey makes it possible for the van driver, houseman, carpet technician to quite possibly be the most important person in the hotel when it comes to what the guest thinks.

PATTY BARR

AVP of Revenue Management

She has a favorite word when describing The Journey. It is "Team" and she shares how much she loves that feeling of being a part of something bigger than self. "I always feel I am part of a team with my General Managers, the Call Center and the entire revenue management team. The sense of transparency is refreshing.



Patty Barr looks at the hotels she serves as her partners. "My partners and I have a vision and a code that we need to be transparent and share best practices. We help each other so we achieve overall optimal performance. Team, Team, Team!" She promotes, communicates and generates revenue for Meyer Jabara Hotels as if it was her own company. She understands that knowledge is power and she shares that knowledge with all who are willing to achieve success.

Looking in the mirror and reflecting on oneself in order to move forward is a lesson within The Journey Culture that Patty Barr consistently practices. She believes in the process so much that she has taught it to her own two sons...encouraging each to see what they need to learn in order to continually grow and contribute.

When she is not maximizing revenue and generating idea-focused teams she is serving others...primarily the four-legged kind of others. She's a regular volunteer at the Tri-State Basset Hound Foundation and numerous other dog shelters. Her own family hound, Arthur is well cared for and loved.

That caring heart beats within Patty no matter what aspect of life calls her. She believes at the core of The Journey is the requirement to serve others...to look through their eyes to find our own success. She carries this with her whether at work, mentoring in the Hyatt brand, attending culinary school or preparing delicious wine and cheese dinners for friends and family. Patty Barr wears many hats...but is always guided by only one, true heart.

VAL BROWN

Controller - Holiday Inn Conference Center LeHigh Valley

She had wonderful mentors when her Journey first began. Today she strives to return the favor mentoring others.



In The Journey culture, the community is an important stakeholder. Val Brown learned that true success can come only by helping our stakeholders achieve their success too. She began to bring the belief to life with passion and joined the Dream Come True commitment.

The Journey helped Val reach outside of herself. Once that outer shell cracked there was no stopping her. She coaches youth in the community. She serves Christmas dinner to thousands each year.

It is always encouraged to take The Journey beliefs and behaviors into our personal lives. Val did just that - - literally. A giggle wiggles its way out as Val shares that she enjoys writing an Action Plan each month for her husband!

The confidence that comes from serving others permeates from within Val. She was fortunate enough to fall into the mentoring arms of Eileen Smith and Ken Conklin at the Sheraton Jetport. Her knowledge grew as she moved in and through the hotel operations. She always reached out for more learning opportunities and in 2004 the chance to embrace the Controller position at the Conference Center opened horizons. Today she offices in Allentown but her reach as a coach spreads across the Company. Val Brown's footprints have always positively impacted her family, her two children and the kids of the Lehigh Valley community. But, because of The Journey principle of learning... she shares her touch throughout Meyer Jabara.

CHRISTINE STROUSS

Rooms Division Manager - Hilton Wilmington Christiana

The Journey can be used by every associate in every role within the hotel... Front of the house to back, part-time seasonal associate to General Manager. You start using it at work and discover it has application at home as well" Chris Strauss is a believer and a true champion of The Journey.



When she dreams, vivid pictures of traveling experiences come to life...a beach cottage in Carmel, a penthouse in New York City...maybe a mountain retreat in southern Germany. Hey! It's possible. Dreams do come true. She didn't dream 22 years ago, when she entered the hotel business, that someday she would be the Rooms Division Manager of a Country Estate! But that is exactly what happened. Today each guest is welcomed into The Estate with compassion and care.

There are few titles in the hotel world Chris Strauss has not had on her nametag: Front Office, Sales, Executive Housekeeper, Manager, Reservations, Accounting and even Mystery Shopper. In 2003 she left the Hotel DuPont and joined the Christiana Hilton to champion the entrepreneurial position of Experience Specialist. Soon she was teaching the skills of that position throughout the company. Her skills were shared corporate-wide as she joined the MJ Marketing Team. Then the hands-on service opportunities called her again and she returned to the Hilton where today she leads her team as the Front Office Manager.

Chris is the single mother of one son. Moments to enjoy life are energy boosts to Chris. She enjoys fine dining and chasing down the trails of famous chefs and unique restaurant concepts. She cherishes the act of learning and then sharing that learning with others. To know Chris is to know a self-reflecting learner who consistently works to make life better.

SUSAN COLUCCI

Controller - Providence Marriott Downtown

Some people are “on” The Journey. Others embody all that it is. Susan Colucci radiates the positive message of The Journey in all she does.



She carries the title of Controller but everyone at the Providence knows she is really “Teacher.” She values learning and takes the time to teach...not just tell. Numbers are important to Susan... but people are more important. The numbers help associates think, set goals and achieve success. They are just tools in the hospitality toolbox ...not the goal.

This amazingly positive person has a secret to her success... it is the strength of her family always at her side. Her husband is a true partner. Her three children and 85-year-old mother are her constant inspiration.

Work is a way of life for Susan and has been since she was 10 years old laboring on her grandfather’s friend’s vegetable farm. Not once has she stopped and taken the easy street. There was always work to be done.

Work is worthwhile for Susan because it involves people. She explains, “it is a culture that fosters an environment where all associates care and respect one another. We support each other to achieve our common goal.” She pauses for a moment and reflects on the past three decades at the hotel, “I’ve learned that the practice of this culture allows each individual to learn, grow and have a personal stake in the success of the hotel.”

We have learned that Susan Colucci helps make the Providence Marriott a great place to call “home.”

JEN DAHLER

Marketing Manager - Providence Marriott Downtown

If there was a picture next to the definition of "listening with the heart," that picture would be of Jen Dahler. She knows head connections are important -- but heart connections make all the difference in the world



“I’ve learned to look at myself and what I can do better every time I’m faced with a challenge or an opportunity.” Jen shares as she reflects on her personal growth while on The Journey. “I’ve also learned to be a better listener. What are our guests telling us they need? What do our associates need to be successful? Sometimes it’s not plainly stated and we have to listen with our hearts so we’re sure to understand .”

Her entire life has been about serving others. Whether she was working in the mental health field in case management, working with the administration of the Providence Tourism Council or creating joy through history at the Linden Place Museum in Bristol...she understands the process of helping others.

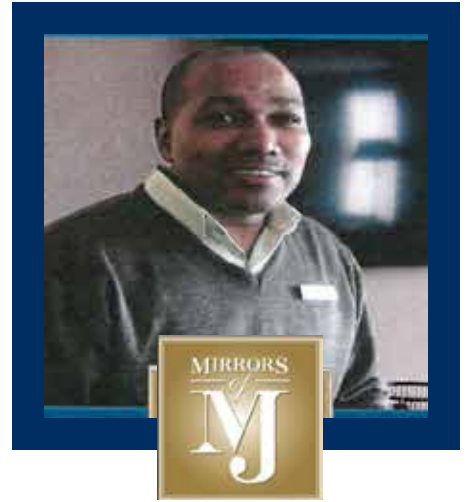
Because Jen is a great empathic listener, she is amazing at creating differentiated guest experiences. She has been helping to bring the destination experience of the Providence Marriott to life from the beginning of her journey with the team ...joining as one of the company’s first Experience Specialists in the company.

Maybe Jen is so good at facilitating memorable experiences because she values them so very much in her own life. She and her husband Tim enjoy experiencing life with two cats and a Pugapoo pup. She loves the beach, master gardening, reading books and learning something new every day.

WILLIAM GAINES

Housekeeping Inspector Supervisor - Sheraton University City

One of those rare moments happened ... When a coach was so overwhelmed trying to describe an employee that an utterance of awe was all that came out. Then these words followed, "You have to look at a lot of employees for a lot of years before you find a William."



William Gaines gets it now! "For me The Journey is a process to life. When I first took the class I did not completely get it, but as I applied what I had learned to my life experiences, it came together and really made sense! This life Journey never ends. Pass on what you can."

The principle of Heart Connections and Partnerships comes to life in the actions of William Gaines. He is known for helping others achieve success. His commitment to his team is amazing. He develops relationships that last. He even followed his boss from a Hilton to the Sheraton University City because she believed in him and he believed in her.

He learned this principle of serving others from his mother. She worked as a supervisor with Hilton for 38 years... stern yet compassionate leadership. Maybe that is why he found the culture of MJ so comfortable.

It is not uncommon to hear stories about William picking up housekeepers during inclement weather, offering rides to people who want to work but cannot find a way, keeping commitments even when it is extremely difficult. That is William. "We're all in this caring business together. That's what we do" he says honestly. "A buffalo has tremendous power, but it does not compare to the strength of entire flock of geese heading toward a goal."

William sits with his six grandchildren at the airport, quietly watching the planes landing and taking off. He reaches over periodically for a pat, offers a smile, a sweet embrace. He knows the power of connections to take flight and soar.

ERIC GONZALES

*Rooms Division Manager - Holiday Inn Conference Center LeHigh Valley
It's not about a work culture. It's a life culture. That's what makes The Journey
so wonderful.*



Eric smiles when he talks about The Journey. The smile has a whole story behind it. He has found a home. “It is wonderful to work with a company where the Principles I lead my life by are what the company truly believes and what is the success of the organization.” Eric passionately explains his connection to The Journey.

The Journey is an “others-centered” culture. We begin by first looking at those we serve and asking what we must do to help them achieve Great Performance. Eric carries the heart of a servant in all he does. It would be enough to just say, “I am the Youth Leader at my church.” But that is not enough for Eric. He is a site supervisor, mentor and coach with the Allentown Mentoring Enrichment Network which, in plain terms, means Midnight Basketball Program every Friday night from 9pm until 12 am. It is more than just basketball...it is helping to educate, engage and empower a rising generation of more than 150 twelve to seventeen year olds.

That mentoring attitude has always been a part of Eric's style. He began his hospitality career in Pennsylvania in 1999 with the Holiday Inn brand. His quest for leadership growth took him to Millennium Hilton in NYC across the street from Ground Zero. That life changing moment and the birth of his second child called him back to Pennsylvania. The Philadelphia Marriott Convention Center, with its 1,400 rooms was a true growth opportunity for Eric as Operations Manager. But the most amazing growth was placed before him when he found the MJ Company values alive and well in Allentown.

“I find great joy and fulfillment by serving others. Each of us has a special gift and we must employ it in serving one another. Just as Michael Jordan served as the greatest to his fans, we must use our talents to serve ours.” There is that smile again. “The Journey is the “IT” that it takes to succeed personally and professionally.”

ERIC GONZALES

General Manager - Residence Inn Amelia Island

His philosophy of serving others is none of subservience... on the contrary... to serve is to seize opportunities to make memorable moments and leave a powerful legacy.



Since High School the hotel world has been home to Bob. He graduated Sullivan College in Loch Sheldrake, N.Y. with Honors in Hotel Technology. But 27 years ago he found his way to Florida and left his mark forever in the sand.

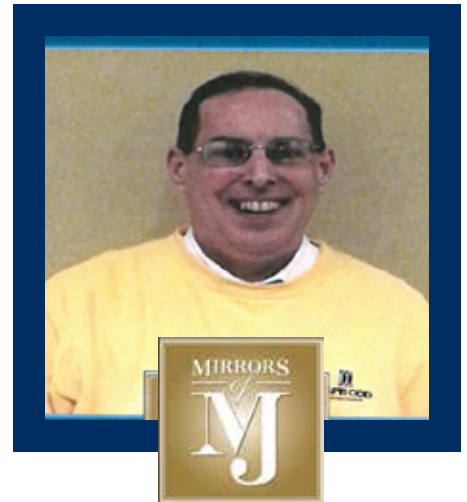
The awards are truly amazing. Words like “Platinum Award for Guest Service”, “Diamond Hotel Award” for the top 1% in the Brand, Accommodation Letter from the Governor of Florida, Restaurateur of the Year, Business Leader of the Year keep being used on plaques and sculptures that adorn the mantel and shelves of the Residence Inn and Bob’s office. But in the quiet moments of an interview he confesses that his true dream is to pass on The Journey culture to his grandchildren and help his five children enjoy life.

When he is not sharing intellectual capital at a Chamber of Commerce meeting or with the Tourism Development Commission of Florida; when he is not passing on best practices at the Florida Hotel and Lodging Association or teaching at Valencia College in the Hospitality Program, he is walking the beach, fishing, golfing or cooking. But each moment, each interaction, each conversation is viewed by Bob as an opportunity to serve and therefore leave a legacy. The Journey is the perfect roadmap to leaving a legacy of significance.

GREGORY KAMP

Night Auditor - Marriott Courtyard Copley Place Boston

It's all about being able to adapt. The Journey empowers each associate to be flexible enough to do whatever it takes to make a memorable stay for a guest.



It is a true compliment when the General Manager says, “Greg is visibly and emotionally committed to the overall success of our property.” There is no doubt that Greg Kamp is in charge as soon as that night shift kicks in. He is welcoming guests to 88 Exeter as if it were his own home.

“It is a joy to work for a company that encourages and expects leadership to develop true partnerships and relationships with the staff and guests. It is a culture based on trust.” Gregory comments on what he values most about the unique Journey culture.

He jumped into the hospitality industry at Howard Johnson’s in Raleigh during high school and college. After graduating North Carolina State University he joined MICROS Systems. Twenty-two years later he jumped back into making guests happy with Hilton Hotel Corp. Six years after that he found a home at Copley Place and The MJ Journey.

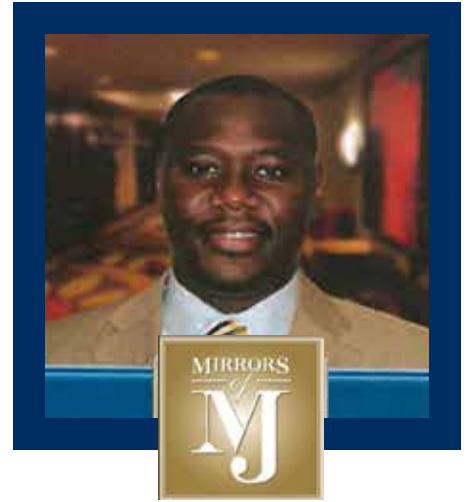
“Empowerment and personal responsibility gives us the confidence to make decisions and know they will be backed up by management,” Greg states as he explains why he is able to deliver such extraordinary service in the night hours. Once in a while a guest is lucky enough to be upgraded to VIP status when they check in during the Night Auditor’s shift. But all the while Greg makes every guest feel as though the red carpet was meant just for them.

What makes this team member truly “Journey-esque” is his concern for both associates and guests after his shift is over. He is a perfectionist at relaying information so both sets of stakeholders never experience a seam in their experience.

All is well on the Night Shift at 88 Exeter in Boston!

MANEL KANE

*Food & Beverage Director of Catering - The Stamford Marriott Hotel and Spa
His Journey began in Senegal, West Africa speaking the native language of Wolof. Just to make sure he could learn from all people, he quickly learned French, English and German. Today he just speaks Journey in word and deed.*



Manel is a humble and quiet man. He relishes life with his wife and two step children. He is fluent in many languages but finds the language of the heart crosses all barriers and is easily translated. He has always had a heart to serve and help others. Maybe it was his upbringing, maybe it is The Journey, maybe it is just because it is the right thing to do. Whatever the reason -Manel is always teaching, leading, nurturing, serving.

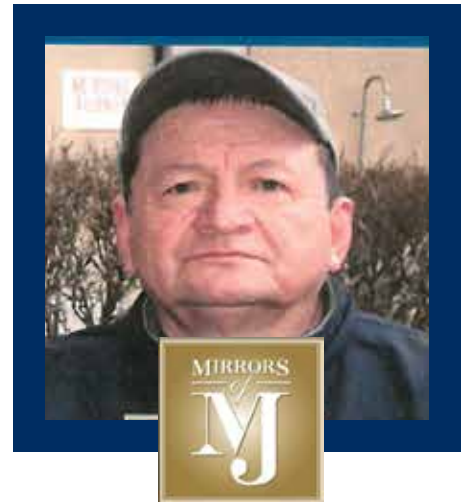
At an early age Manel developed a true passion for interacting with and learning from all people. He attended college and earned a degree in International Business Management. It was his choice to move to America. He arrived with a hopeful heart and a willing ness to serve. In 2008 he found a place that encouraged him to learn and grow. It served as a beacon of positive thoughts and the team approach. It made him want to be better and to reach higher. It felt like home because it supported his core values of serving others. It was the Stamford Marriott Hotel and Spa. Today he strives to be that hand up to others just entering the culture. He facilitates Journey training and shares stories of his own personal journey.

Manel grew up in a family of seventeen brothers and sisters. He understands the concept of team. That unselfish camaraderie and ingrained leadership skill makes him a valuable contributor to the MJ culture.

JOSE RAMON

Groundsperson - Courtyard by Marriott New York LaGuardia

He is known as the Master of Curb Appeal. The canvas for his work of art is the grounds of the Courtyard LaGuardia. Dedication and an amazing positive attitude keeps this gardener focused on creating the perfect welcoming first impression.



The answer is, “A One Man Show” when asking who takes care of the customized landscaping in the front of the house and the lounging area by the pool. Single handily and unsupervised this Journey traveler keeps every blade of grass, each shrub and every tree in perfectly manicured condition. If a mower breaks or a snow blower quits blowing - - Jose is on it with the skilled hands of a master mechanic. He accepts responsibility and embraces his empowerment....Jose Ramon is on The Journey.

He was born in Cuenca, Ecuador on a farm boasting “endless beauty”. He and his wife, Ruth, immigrated to America for all the opportunity this nation provided. But he still works to recreate the kind of natural beauty he remembers in his homeland. On the fertile ground of New York’s Long Island he and Ruth opened a sewing company. They welcomed three wonderful daughters into the world. Times were hard and their company did not survive. It was then that Jose found his home at the Courtyard LaGuardia. The garden became his focus and his lighthouse of commitment. He loves the principle - “Do What You Do Best and Leave the Rest to the Rest for Whom It Is Their Best”. Making things beautiful outdoors and being a part of creating a positive peer-to-peer atmosphere indoors is truly what Jose Ramon does best.

DELMY ROSA

*Concierge Lounge Attendant - The Stamford Marriott Hotel and Spa
Began Her MJ Hourney in 2007*



The 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 succeed 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.

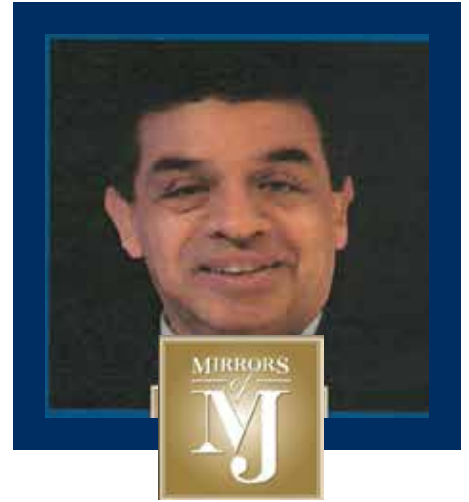
Delmy sort of "mothers" the guests in the Lounge. She brings her skill as a mother of three and grandmother of one to this job. She also loves cooking and food - - taking great pride in arranging the food and serving it to her guests. She even owns a small restaurant of her own that she operates on weekends. 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.

LUIS SARMIENTO

Bellman/ Van Driver - Courtyard by Marriott New York LaGuardia

If there is a job title call "The Connector", Luis Sarmiento would own it. Bellman and driver just doesn't seem to describe what he does best. He makes The Courtyard LaGuardia a better place to stay, work and eat!



They call him the Columbian Heart Connection...partly because he is a very friendly guy from Columbia who does everything in his power to make people feel welcome...and partly because he connects a very big account successfully with the hotel.

Luis Sarmiento has achieved international acclaim in his homeland of Columbia because he has created a home-away-from home for the personnel from the Columbian Airline, AVIANCA. From the first day this airline business came to the hotel, Luis has empowered himself to make them feel at home. He goes out of his way to deliver the unexpected service. The emotional linkage he has created cements this 1.75 million dollar piece of business to the hotel. Luis does this however...because he truly cares. He gains great joy by connecting people with the things they need to be successful. He just likes to help.

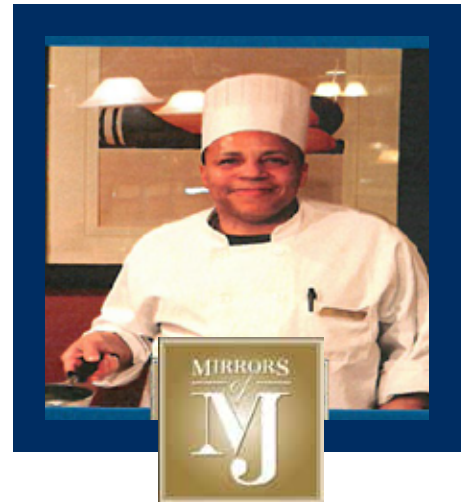
He strives to teach this heart of service through role modeling with his wife of more than thirty years and their two sons.

It is not uncommon to eavesdrop in on a conversation between Luis and a guest and hear him share his best tips for shopping, eating, getting around the City or just relaxing. He always has the inside scoop the latest news in professional baseball or finding the hottest sales. What Luis does is not impossible for others to do... anybody could do it...but very few do. Luis Sarmiento... better known as The Connector.

PAUL SCARBROUGH

Breakfast Chef - Crowne Plaza Reading

When Paul is on the line ... You don't just get an omelet/ or breakfast, you get an experience to remember. "You just can't get more personal with a guest than when you put food in their mouth" this master Chef declares with an all-knowing smile on his face. "Next please ... What can I create for you this morning?"



Just watch him. It is obvious Chef Paul Scarbrough loves what he does. Cooking has been a part of his life every step of the way. It adds the flavor of significance to all gatherings and moments. Each creation is not just simply to fill a chafing dish with food.. each is a work of the heart. He thinks about who will be eating his creations. He finds joy in knowing people delight in the food he has prepared. Most recently he has been creating themed breakfasts which give people a reason to return to the hotel breakfast experience time and time again.

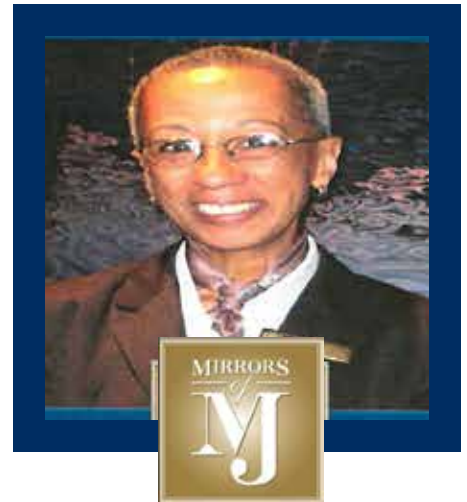
The Journey is a way of life for Paul. He felt at home right away in Meyer Jabara because he can relate to the importance of balancing the three legs of a stool. In his home the three legs are God, Family and Work. He keeps a happy and busy home balanced with his partner, Heather, three-year-old Matthew and daughter, Kayla who is studying in Medical School. The flock mentality is alive and well when everyone knows the goal of a happy, healthy, positive home and the tasks at hand are overwhelming. Each member of the team pitches in and keeps the house in balance. At work Chef Scarbrough finds himself doing the same thing... setting the destination goal

of happy, healthy, positive guests and then creating an atmosphere where everyone works to fulfill the goal. He is a teacher, a motivator, a friend.

TAMMY ROSE

Guest Service Agent - Sheraton University City

Tammy Rose loves the guest of the Sheraton University City... Not just because she says she does... She proves it. She may be found sitting with a sick child at Children's Hospital. Maybe she is surprising a guest with flower on their anniversary. Most often she is found simply smiling and listening and delivering memorable moments of unquestionable empathy.



Think for a moment about everyone you know. Everyone has a bad day once in awhile....everyone except Tammy Rose. In nine years as a Guest Service Agent the hotel has never received a complaint. It just all seems right in Tammy's life. She is a resident of the neighborhood, walking to work and participating in neighborhood greening programs. She considers the hotel and her neighborhood "home." She takes care of it and its people with that belief as her guide.

Tammy brought over sixteen years of hospitality experience to Meyer Jabara. Some of that experience was garnered in 5-Star proper ties. But never had she felt a real connection with purpose until she found her work "family" at the Sheraton. Tammy loves how Meyer Jabara is dedicated to providing in-depth training in not just basic hotel skills, but in the core values and philosophy of "The MJ Way".

Tammy practices a philosophy of walking a way of truth. "When you walk the way of truth you can't help but attract the same positive circle of life back to you. It will come to you, through good times and bad, and lift you up!" Her words are authentic and reflective of personal understanding gained through facing life and loss.

Tammy is effervescent. She bubbles, and when people feel her energy they bubble too! She is alive with the best of The Journey practices in her daily life. That energy is contagious.

SUSAN WATTS

Controller - Chapel Hill University City

"Blessed" is the word she uses to describe her life. She is blessed to have very close, great family at home and a close great "Family" at work. Each works hard but fun is always on the agenda.



There are three women at the helm in Chapel Hill. Susan gives a quick eye roll and smile when she declares, "Three women together in a small space don't always agree...but each listens to the other and we work together through all situations. We always have each other's backs. We are a team." Well -that's The Journey after all, isn't it?

She worked for Mr. Meyer, Sr. at Servico seventeen years before she joined the Meyer Jabara Hotel family. Susan came to MJ as a diehard Buffalo! She had worked in larger hotels where thick silos existed. Big teams owned their departments and ran them independently. She explains, "Working at a smaller hotel like Chapel Hill you can't be a buffalo. It is such a small staff, we have to be a flock." Susan embraces and appreciates how everyone pitches in, "If one member of the team is "down" or needs help, the others all come to the front to pitch in." She has worked all day and into the evening for the Night Auditor, picked up a paintbrush to do repairs, and even pitched in to clean rooms when the staff was overwhelmed.

Chapel Hill University Inn is a team of empowered individuals. Each knows they must reach deep inside and pull up their very best. When questions arise, every associate knows he or she can call anytime to leadership for coaching. They may still call her at home when they are unsure of what to do...and sometimes they seek Susan for personal life or family advice. Susan welcomes these moments saying, "if we are there for them, then our associates will be there for our guests when we need them most."

Caring is alive and well in Chapel Hill thanks, in a big part, to Susan Watts.