



2023 HOSPITALITY RECOGNITION AWARD WINNERS
Sample Selection of Nominations - For Reference Only

FOCUS ON GUEST EXPERIENCE & PAPA VINCE AWARD

Richard Yarnold
Fishwife Restaurant
Title: Bartender
Tenure in Position: 15 years
Tenure in Industry: over 50 years

I am nominating Richard because if you really want to find out what hospitality means then you need to come and meet Richard. He is a 74-year-old, bartender with great experience. Despite that during covid and recently he had three major surgeries; two heart surgeries and one brain surgery, he still works 5 days a week at our restaurant. He does the best cocktails in the Peninsula you name it and he knows them all. He is attentive, funny, puts attention to the important details. He welcomes everyone with big smile. He is very polite to his customers. He plays tricks with his customers, maintained them entertain and make them laugh. Richard can easily start conversation with anyone that seats at his bar. He believes that talking to people and getting to know them is one of the best things that bartending job gives him, because there he has the opportunity to make new friends every time. Talking about new friends he has not one, not two but 5 guest books. You are probably asking what? guest books? yes his famous guest books are like his treasure. If you read them you will not need no more words because his guests have said it all on those books. I wish one book publisher can come and read them so that they can be publish together with his life story. He loves the Peninsula and he is a mouth advertising for every tourist that he meets. He loves swimming and camping and he shares his wonderful experiences with everyone that he meets so that they can visit this beautiful areas. If someone is celebrating special occasion with us, he makes sure they feel special. He is a great team player and likes to help in any way he can to make everyone's job easier. Please do not waste this opportunity to recognize this excellent person for all the years of dedication, hard work and the main thing the hospitality that he has provided, continues to provided and will continue to provided to all the people that he meets.

SUPERVISOR AWARD

Gyan Prakash
Monterey Marriott
Title: Engineering Supervisor
Tenure in Position: 14
Tenure in Industry: 14

Gyan has worked for our property as a Maintenance Supervisor for the past 14 years. During the years of 2021 and 2022, the Director of Engineering suffered injury and was intermittently placed on leave of absence throughout that time. Gyan became a more prominent leader within the Engineering and Loss Prevention Department and accepted additional responsibilities within each department's day to day operation. Gyan showed his commitment to our property daily through:

- Regular on-going communication of business objectives to both the General Manager and the taskforce Director of Engineering.
- Effectively evaluating preventative maintenance programs.
 - Providing emergency response 24/7.
 - Providing job training for new and tenured employees.

Gyan has truly done his part to increase overall guest satisfaction and set a positive example for his team. For this reason, the property would like the opportunity to nominate Gyan for this award.



FOCUS ON GUEST EXPERIENCE

Eric Erickson
Hyatt Regency Monterey
Title: Engineer
Tenure in Position: 26
Tenure in Industry: over 26

Eric Erickson has been a loyal team member from our property for 26 years. Eric leads by example and is a team player. He has been flexible with his schedule during times of desperation, for example, when we needed coverage for a graveyard shift he made himself available without question. Eric has the warmest smile, even during times of distress, he will smile and let his team know that “Boys! Everything will be okay!” Eric’s skillset ranges from refrigeration, boilers, HVAC, electrical, golf cart trouble shooting, and even bits and pieces of IT aspects. With his abundant knowledge he is able to teach the team the right and safe way to approach and complete a task. This is proven time and time again and he takes his time is patient while demonstrating each step of the process. He is very passionate about his work, team mates, and guests. Feedback from a guest survey stated, “My mom is in a wheelchair. Eric (engineer) assisted me with getting her in and out of the car on numerous occasions.” This is only one example (of multiple) in a guest words - we know there are countless interactions with Eric that end up with him smiling saying you are welcome! Eric leaves a lasting impression with our guest’s time and time again and is now requested by name as they know they can always count on him. How many Engineers do you know that are requested by name? Eric will always find an answer to please our guests and will go above and beyond to make sure their stay is one to remember. We are blessed to have Eric on the team leading our follow engineers, developing them, and embracing them with kindness and respect.

FOCUS ON GUEST EXPERIENCE

Patricia Camacho Dorado
Inns of Monterey
Title: Housekeeping
Tenure in Position: 11 years
Tenure in Industry: 15 years

We are honored to present our nomination to Patricia Camacho Dorado, Housekeeper at our property.

In the spirit of exceptional dedication and prime example of going “above and beyond”, allow me to recant a remarkable story of one our housekeepers, Patricia Camacho. Patricia has worked at our property for over a decade and her commitment to guest satisfaction knows no bounds. One day, a seemingly routine incident unfolded into a heartwarming testament of care and diligence on her behalf. One of our valued guests inadvertently discarded a precious item into the garbage container in their guest room. After daily service had been performed, all waste basket and recycle bins were removed and dumped into the depths of large garbage container.

Patricia, known for her meticulous attention to detail and unwavering dedication, caught wind of this incident. Without any directive from management and only armed with genuine desire to address even the smallest of discomforts for our guests, embarked on a mission that showcased her unparalleled commitment and resolve. With unwavering determination, she donned gloves, a two-foot stepladder (given her 5 foot petite frame) and dove into the garbage container without a second thought. Her direct supervisor was astonished at the sight to behold when she witnessed Patricia searching through the large garbage container.

Amongst discarded wrappers and coffee grounds, Patricia searched through countless bags of rubbish with steadfast resolve, demonstrating an unyielding commitment to retrieving the lost item. Her actions spoke volumes about her understanding of the sentimental value that objects can hold. Her journey through the discarded elements was not just a search for a material possession; it was a pursuit to restore a guest's smile and trust in our service. Ultimately, Patricia emerged from the container victoriously, holding the once-lost item in her hands. Although the lost item was the price, Patricia’s justified glowing smile seemed to be what illuminated her face. Once she handed the item back to the grateful guest, Patricia simply switched uniforms and went back to her regular shift.

This wholesome saga exemplifies the essence of hospitality, where going to extraordinary lengths to ensure guest satisfaction becomes a natural reflex and second nature. Patricia’s dedication serves as a reminder that even the simplest of acts, have the power to create lasting memories and forge connections that resonate far beyond the confines of our establishment to both our staff and guests alike.



HEART OF THE HOUSE

Rigoberto Pinto
Pebble Beach Company
Title: House Attendant - Housekeeping
Tenure in Position: 35 years
Tenure in Industry: 35 years

As we welcome guests for their once in a lifetime experience and wish them well as they depart, all would not happen if it weren't for our remarkable team. Within that team, you will find this employee consistently delivering outstanding results, day in and day out. He is always looking for a solution to prevent any problem that may occur or jumps at the opportunity to help, not because he seeks to be recognized, but because he genuinely cares about providing world class service, to everyone, guest or peer, every time.

Recently, on one of our highest occupancy days to date, the hotel was in a challenging situation with limited duvet covers and needed to make sure there would be enough for over 200 arriving guests. I'm sure you've all experienced this when the linen delivery is delayed, you know the feeling, crunch time! We know we would get through it but figuring it out with the 200 guests checking out as well as was quite a feat. This employee humbly approached his manager with an idea to solve the problem. He volunteered himself to take multiple loads of duvet covers to the other facility on-site a few miles away and personally wash them in house, ensuring his team was able to focus on other urgent tasks and incoming guests had what they needed and looked forward to upon arrival. This is just one example of his countless efforts and willingness to take on additional tasks, benchmarking his commitment to excellence and the success of the organization.

To say we are grateful for this employee is an understatement, we are lucky to have him on our team and look forward to many more years together, providing a once in a lifetime experience in true company fashion.



EFFECTIVE TEAM PLAYER

Marina Balbuena

Inns-by-the-Sea

Title: Room Attendant

Tenure in Position: 5+ years

Tenure in Industry: 11+ years

I am writing to enthusiastically nominate Marina Balbuena for Excellence in Hospitality. As a Room Attendant at our property, Marina has consistently demonstrated exceptional dedication, outstanding work ethic, and an unwavering commitment to our guests' satisfaction.

Marina is the embodiment of a team player, and her contribution to our establishment has been truly remarkable. Her commitment to maintaining the highest standards of cleanliness and hygiene in our hotel is evident in every aspect of her work. Marina approaches her responsibilities with a can-do attitude that is both infectious and motivating to her colleagues.

What sets Marina apart is her incredible willingness to go above and beyond her regular duties. Recently, when a fellow staff member was unexpectedly out on leave, Marina stepped up without hesitation to shoulder the additional workload. What's more impressive is that she did so with a smile on her face and an unwavering positive attitude. Her willingness to help others in times of need exemplifies the spirit of teamwork that is essential in the hospitality industry.

Marina's pride in her work is palpable and incredibly inspiring. She understands that the quality of her work directly impacts the overall guest experience, and she takes this responsibility to heart. Her meticulous attention to detail ensures that every room she touches is immaculate, creating a welcoming and comfortable environment for our guests.

Beyond her exceptional housekeeping skills, Marina's interpersonal skills and ability to connect with our guests have also garnered praise. She consistently receives positive feedback from guests who have had the pleasure of interacting with her during their stay. Her warm and welcoming demeanor enhances the overall guest experience, leaving a lasting impression on those who stay with us.

Marina Balbuena is a shining example of excellence in the field of hospitality. Her dedication, positive attitude, and unwavering commitment to our guests and team make her an invaluable asset to our property. I wholeheartedly recommend her for the Excellence in Hospitality Award, as she embodies the qualities and values that make our establishment truly exceptional.

Thank you for considering Marina Balbuena for this well-deserved recognition. She has not only elevated our team's morale but has also contributed significantly to our guests' memorable experiences at our property.

HUMANITARIAN

John Johnson
InterContinental The Clement Monterey
Title: Night Audit Agent
Tenure in Position: 7 years
Tenure in Industry: 25 years

John displayed excellent overall judgement and vigilance in helping to intervene by contacting local police department in a potential human trafficking situation. He is reliable and displays high integrity in his duties each day

A male guest came to the hotel in January 2023 around at 6:00 am for guestroom 301 and had a “young lady” in his company. Dana (Night Auditor) and John Johnson (Night Auditor) observed the interaction and noticed that something was not quite right nor did it feel right. Guest room 301 was already occupied so John politely asked for some ID, the ID did not match the guest name on this room. Suddenly the phone and a male guest called down from guestroom 301 at the same time these two guests were asking for a key to guest room 301 and the occupied guest gave the Front Desk authorization to make a key for the people to enter the room.

A bit later, John felt uneasy and asked Security to accompany him to guest room 301 for a wellness check. Upon knocking on the door of guest room 301 the young lady opened the door and was nervous, seemed disoriented and shared that she did not want to take a shower in the room. She quietly told John that she did not want to wake the guest and required bathing. She wanted to rent a room to bath, but she did not have an ID or a credit card. She immediately came to the lobby area with John and the Security guard and we gave her water. It was clear something was wrong so John called the Monterey Police Department (suspicion of sex traffic).

The Police arrived and the male person was asked about the situation and told the Officer that he was to do what his boss instructed him to do, this male guest asked to go to his car and said he’d be back, but never returned. The Monterey Police Department questioned the young lady in which she did not want to comply with his questioning. She left the hotel to join both the gentlemen and left the area. The Policeman left the hotel without incident. The man who brought the lady to the hotel was arrested a few days later for being a part of a sex trafficking ring. Due to John Johnson calling the police and talking this extra step, his efforts helped the Monterey PD with this sex trafficking ring that lead to the arrest.