



COLLEAGUE STORIES

Bernan Redovan, Executive Housekeeper, 21 years

Amanda Sewell, Laundry Attendant/Uniform Attendant, 28 years

Hyatt Lodge at McDonald's Campus

- Nearly 22 years ago, Bernan Redovan emigrated to the U.S. from the Philippines as a young man and began working as a house person at The Hyatt Lodge at McDonald's Campus.
- Bernan was promoted to housekeeping supervisor and later worked at the Front Desk in supervisory and management roles. Since 2006, he has served as Executive Housekeeper at the hotel.
- Bernan has twice been recognized as the hotel's Manager of the Year for his work at the Front Desk and in Housekeeping.
- One of Bernan's colleagues, 28-year Hyatt associate Amanda Sewell, prides herself on having mentored Bernan over the years and witnessed his career growth. Amanda has often expressed how proud she is of Bernan.
- The mutual respect Bernan and Amanda show to one another is a prime example of how Hyatt's values are alive and well at The Hyatt Lodge on McDonald's Campus.

Martha Salas, Cook, 18 years

Her son, Omar Gutierrez, Catering Billing Coordinator, 3 years

The Hyatt Lodge at McDonald's Campus

- An associate referral, Martha Salas began her Hyatt career in the housekeeping department in 1995.
- In 2002, Martha transferred to the Culinary department. Within three years, she was promoted to line cook at the hotel's upscale café, Water's Edge.
- Martha is an exceptional cook who is able to keep pace with the restaurant's busy breakfasts and lunches.
- As the only female cook during her shift, she brings a certain indescribable warmth and gentleness to the kitchen's fast-paced operation.
- A few years ago, Martha referred her son, Omar Gutierrez, for a position as a food runner. His managers immediately began receiving comments from guests about his great service.
- Omar later transferred to the Catering department, where he is the billing coordinator
- In 2012, he was recognized as the hotel's Employee of the Year. At the time, Omar was out on medical leave and was unable to attend the award banquet. His mother Martha accepted his award with tears in her eyes and pride in her heart. Colleagues say Martha couldn't have been happier, even if she had herself won the award.

Humberto Ramos, Engineering Lead, 13 years

Park Hyatt Chicago

- Humberto Ramos started at Park Hyatt Chicago as a cook 13 years ago, before transferring to the Engineering department.
- As the Engineering Lead, Humberto operates and maintains hotel equipment in excellent condition. As the go-to individual for all mechanical needs at the hotel, he keeps pace with the numerous challenges that arise each day and demonstrates the ability to make good sound judgments that are best for the hotel, its associates and guests.
- Not only does Humberto do a great job, he is also a very pleasant person who is well-loved by his colleagues.

Komlan Koba, Steward, 9 years

Park Hyatt Chicago

- Komlan Koba is a passionate individual who thrives on supporting his colleagues.
- On a daily basis, Komlan demonstrates a positive attitude and good disposition that is welcomed by guests arriving at the hotel.

- Koba is valued for his positive and energetic contributions to colleague trainings. His feedback and ideas are welcomed by his colleagues, who view him as a team leader and motivator.
- Koba is an overall asset to his department and the hotel as a whole.

Maketh Mabior, Assistant Executive Steward, 11 years (on 6/26)
Hyatt Regency McCormick Place

- Maketh Mabior is a “Lost Boy of Sudan,” a group of children displaced during the Sudanese civil war. At age 7, he and his sister fled to Ethiopia, and then four years later, landed at a refugee camp in Kenya. There, Maketh studied English, met a pretty Sudanese girl named Ajook, and dreamed of emigrating to the United States under a government refugee program. After three rounds of interviews, Mabior was selected.
- When Maketh arrived in Chicago in 2001, Maketh had to repeat every sentence he spoke in English five times in order for others to understand him. Yet after years of hard work and dedication, Maketh earned his general studies associate degree from Truman College.
- When Maketh started at Park Hyatt Chicago, he was responsible for washing dishes. He worked his way up – always flashing a “1,000-kilowatt smile,” colleagues say – eventually reaching a position as a manager of 18 colleagues. He won both the Employee of the Year and Stars of the Industry awards during his tenure at Park Hyatt Chicago, and since starting at Hyatt Regency McCormick Place last year, he has already made a positive impact on the hotel and his colleagues.

Paula Statum-Davis, Cook, 11 years
Hyatt Regency McCormick Place

- Paula Statum-Davis has served as cook at Hyatt Regency McCormick Place for 11 years. Her twins, Lela and Lemont, also work at the hotel in the Housekeeping and Culinary departments.

Raphael Mareno, Banquet Captain, 16 years
Hyatt Regency McCormick Place

- A 16-year Hyatt associate, Raphael Mareno is banquet captain at Hyatt Regency McCormick Place.
- Prior to his current position, Raphael worked at Hyatt Regency Orlando International Airport, and in both locations, he has been honored with Employee of the Year accolades for outstanding service and dedication to his position.

Rich Kusak, Bell Captain, 42 years
Hyatt Regency O’Hare

- Rich Kusak, a bell captain, is a charter member of the staff at Hyatt Regency O’Hare. He began serving guests at the hotel when it opened its doors 42 years ago.
- Over the years, Rich has met many dignitaries and celebrities that have visited the hotel, including four U.S. presidents, Joe DiMaggio, Mickey Mantle, Liberace and The Temptations.
- Back in 1972, Rich found an envelope containing a large sum of money and turned it over to security. It turns out that the money belonged to famous “singing cowboy” Gene Autry. Autry was so thankful that he sent Rich a check for \$500 to thank him for his honesty.

Eduardo Jimenez, Assistant Stewarding Manager, 8 years
Hyatt Regency Chicago

- Eduardo Jimenez, or “Lalo” as he likes to be called, has had an interesting journey at Hyatt Regency Chicago. He started in 2005 as a dishwasher. He quickly demonstrated he could do more, and within weeks was promoted to banquet steward.
- In 2008, Lalo’s supervisor approached him about a promotion to a supervisor. At the time, Lalo declined the offer because he was worried what his colleagues would think of him in that position. He valued their respect and friendship, and didn’t want them to think he was leaving them behind.
- A few months later, Lalo was again approached about a promotion and once again, he declined. But this did not stop his managers from asking him again. They saw Lalo’s unique qualities of leadership, respect and teamwork that they believed would benefit the hotel and his colleagues.

- In 2010, Lalo was once again offered another opportunity to step up. This time, Lalo realized that if he took the position, he could better help his colleagues by improving policies and procedures. Lalo first became a Stewarding Supervisor, and shortly thereafter, an Assistant Manager.
- Lalo was born in a town outside Mexico City, and he moved to Chicago at the age of 12 with his family. He initially struggled to speak English, but was determined to do so quickly.
- Lalo was inspired to work for Hyatt by his father, who worked at the hotel 25 years ago as a busser. Lalo remembers how proud his father was of working for Hyatt and all of the stories he would tell of the interesting people he met and worked with.
- Lalo is now an assistant manager for the largest Stewarding department in the company. He manages almost 70 colleagues, a variety of equipment and supplies, and an extensive Food and Beverage operation.
- Lalo's colleagues are very proud of his commitment to overcoming his personal and professional challenges and becoming an outstanding manager and colleague.
- Lalo says he feels like he grew up at Hyatt Regency Chicago, and credits Hyatt with helping him become independent and support his family. He became a proud father in 2012 with the birth of his son, Tristen.

**Paulette Bonaparte, Cafeteria Supervisor, 9 years
Hyatt Regency Chicago**

- Paulette started at Hyatt Regency Chicago in 2004 as a dishwasher in the Stewarding department.
- From the beginning, it was obvious Paulette wanted to be a leader. Her "take-charge" attitude among her colleagues made her manager's job easy. Everyone knew she was a special person on the team.
- After three years, Paulette was promoted to banquet steward. Her extraordinary work ethic helped her cope with a very demanding and challenging position. She was able to hold her own by building lasting relationships and showing respect towards others.
- Paulette is a unique individual. She presents a tough exterior but no one is as passionate, caring or sensitive to the needs of her colleagues and of the hotel's guests as Paulette.
- Paulette's passion for food and beverage, along with her desire to work in the hospitality industry, continues to motivate her to excel. She is now a supervisor in the hotel's cafeteria and demonstrates the potential of becoming a manager one day.
- Paulette believes that the values and ethics maintained at Hyatt reflect positively on her life at home. She credits her job at Hyatt for making her a strong mother, a caring and devoted wife, and a supportive friend to many. Paulette and her husband recently celebrated their 20th wedding anniversary.

**Ghulahussain "Hussein" Karim, Restaurant Server, 27 years
Hyatt Regency Chicago**

- Hussein Karim started at Hyatt on June 2, 1986.
- Hussein started as a busboy. Three months later, he was promoted to food expeditor and food storeroom clerk for the restaurant. Six months later, he was promoted again as a server. He worked in that position until 1992, when he was promoted again to supervisor in the Skyway Restaurant and also served lunches in Mrs. O'Learys. In 1994, Hussein started working at J's Express, before transferring to Stetson's Chophouse.
- In 1997, Hussein was nominated as the hotel's Employee of the Year and also won the Anthony Lockman Award for exceptional service.
- Hussein says that Hyatt has provided him with the opportunity to grow throughout the years and become the person he is today. He says he has been able to support his family and help his children attend better schools. His two sons graduated from college. One is a stockbroker and runs his own business, and the other is a financial analyst. He said he doesn't think these achievements would have been possible without all the help and support of his Hyatt family. He thanks Hyatt from bottom of his heart.

**Roosevelt "Rosie" Moncure, Catering Marketing Director, 29 years
Hyatt Regency Chicago**

- Roosevelt "Rosie" Moncure is responsible for overseeing all aspects of catering functions at Hyatt Regency Chicago, from sales and planning to execution and retention, with a primary focus on the social market.
- Rosie began working at Hyatt Regency Chicago in 1984. He has been named as the hotel's Manager of the Year three times, and has received the prestigious honor of being named a HyAchiever for the past eight

years. Rosie achieved Hyatt's highest catering honor of being named Hyatt's Catering Manager of the Year in 2000 and 2005. His accomplishments, dedication, and service set an entirely new standard at Hyatt Regency Chicago.

- Rosie is an active member of 100 Black Men of Chicago, Urban League, Rainbow Push Coalition, and Chicago Assembly. In his spare time, he enjoys spending time with his wife Shari and daughter Brooke.
- Rosie is well known amongst his colleagues for his dedication, work ethic and amiable personality. He never gets flustered and works hard to satisfy everyone, guests and colleagues alike.

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