



# Postell IV, Nathan

Housekeeping Manager

Manager: Arika Reed

Evaluated By: Arika Reed

# Manager

Organization: Arika Reed

Location: Royal Sonesta New Orleans, LA

01/01/2017 - 12/31/2017

## Overall

### Manager Overall Evaluation

**Rating:** Fully Successful

**Comment:** Nathan is knowledgeable in his roles as Housekeeping and Linen Room Manager. He excels at wowing guests, readily resolves problems and actively seeks solutions. Nathan delivers efficient service and high quality. Nathan is an asset to the Royal Sonesta and the Housekeeping Department. I look forward to seeing him grow within the company.

## Acknowledgement

### Manager

**Entered by:** Arika Reed **Date:** 02/26/2018

**Status:** Manager: Reviewed and approved.

**Comment:**

### Employee

**Entered by:** Nathan Postell IV **Date:** 03/06/2018

**Status:** Employee: I have received my performance evaluation.

**Comment:**

## Goals

- Training in Front Office - Front Office Management
- Training in Sales & Marketing - Focus on Marketing
- Lead on Housekeeping aspects of new hotel conversions

**Due Date:** **Status:** **Completion Date:**

**Category:**

Manager Evaluation

**Rating: ME (Meets Expectations)**

Employee Evaluation

**Rating: EE (Exceeds Expectations)**

## Competencies

Service Focus- Models and reinforces our GUEST standards; delivers high-quality, professional, responsive and innovative service. Supports and demonstrates Sonesta's Culture of Caring for our guests and our employees; Shows respect for people and their differences.

Manager Evaluation

Employee Evaluation

**Rating:** ME (Meets Expectations)

**Response:**

- Nathan spearheaded the 2017 Culture of Caring Projects
- Housekeeping Appreciation Luncheons
- Puerto Rico food donation
- Housekeeping's Second Harvest Food Drive
- Submit monthly EOM and MOQ nomination for internal and external employees
- Nathan performs with accuracy, thoroughness and effectiveness.
- Always willing to implement new ideas and approaches
- Supervisor Team Building Projects
- Rotating Supervisors assigned sections
- Cross training housemen as room attendants

**Rating:** EE (Exceeds Expectations)

**Response:** Through my experiences both professionally and personally, I understand the meaning of hospitality. I coordinate our Housekeeping Supervisors participation in the Culture of Caring program and have spearheaded Housekeepings' food donation drive for Puerto Rico; regularly submit Employee and Manager of the Quarter nominations; coordinate with the Director of Housekeeping weekly Market Metrix review sessions (daily when required) in-which the Supervisors review Market Metrix surveys to determine how we can improve on service; actively coordinate and plan with the Director of Housekeeping events for our T.E.A.M. including Housekeeping Appreciation Week in September 2017 our 2nd Quarter Housekeeping Luncheon; regularly make suggestions to members of the Exec. Committee of ways that we can improve our guest experience from all aspects - not just Housekeeping; actively promote the Sonesta brand and our programs/events through my Linked In.

**Communication – Communicates promptly, effectively and collaboratively; connects with guests, peers, and direct reports, seeks understanding of guests' and employees' needs through active listening, clearly and effectively shares information to others and demonstrates effective oral and written communication.**

Manager Evaluation

**Rating:** EE (Exceeds Expectations)

**Response:** Nathan is a competent communicator. He effectively communicates clearly, forcefully strong credibility and confidence. Nathan keeps the T.E.A.M abreast on hotel events, guest comments, Market Metrix scores and upcoming VIP's. In addition, Nathan uses well documented facts when writing. He writes with remarkable clarity and consistency

Employee Evaluation

**Rating:** EE (Exceeds Expectations)

**Response:** Regularly communicate with employees via three daily line-ups, serve as Lobby Ambassador daily through my responsibilities as Housekeeping Manager that also oversees the cleanliness of the Public Area, work/meet with the Director of Housekeeping to communicate successes and challenges.

**Teamwork & Collaboration- Creates an environment where employees are engaged and can do their best work; collaborates with colleagues and other departments in order to achieve results in alignment with the operations, and the vision and mission of Sonesta; provides assistance without being asked, works to understand the perspectives of others; provides service to the department through committees, shares recognition with coworkers and acknowledges others.**

### Manager Evaluation

**Rating: ME (Meets Expectations)**

**Response:**

- Nathan is a strong contributor to our T.E.A.M's success. He makes use of the diverse talents effectively draws on the strengths of all T.E.A.M. members:
- Encourages the team members to bring in their favorite dishes for other coworkers to sample.
- Actively encourage employees to speak to guests in Creole or Spanish.
- Actively encourage housekeeping TEAM members to go to the Front Desk to translate for non-English speaking guests.
- Nathan was a member of 2017 Conversion T.E.A.M. of Royal Sonesta Hotel Chase Park Plaza.
- Nathan regularly attends the weekly Resume meeting.
- Nathan regularly attends the monthly Health & Safety Meeting.
- Consistently plays a wide variety of music during the lineup to motivate the T.E.A.M prior to starting their assignments.

### Employee Evaluation

**Rating: EE (Exceeds Expectations)**

**Response:**

Regularly emphasize the need for teamwork to our Housekeeping T.E.A.M., member of the Health & Safety Committee, represent the department by participating in all Human Resources events and functions and believe that as a Manager, any success that I may have is due to the hard work of our T.E.A.M. OF 60+ people. This past June, I participated in the opening of Royal Sonesta Hotel Chase Park Plaza and found myself working 12-14 hour days for the benefit of our guests and our company. I enjoyed the experience and appreciated the opportunity to participate and provide feedback.

**Job Mastery & Drive For Results – Operates the department efficiently and profitability, tends to deliverables and deadlines, produces desired results, knowledgeable in his/her work, actively participates in our “learning” culture.**

### Manager Evaluation

**Rating: ME (Meets Expectations)**

**Response:**

Nathan consistently meet deadlines. He places high value on time effectiveness. Nathan is very knowledgeable over a wide range of job responsibilities. He deals effectively with distractions and identifies and eliminates time wasters.

### Employee Evaluation

**Rating: EE (Exceeds Expectations)**

**Response:**

As the Housekeeping Manager and Linen Room Manager, I meet all deadlines, participate in hotel mandated training sessions and complete the on-line training sessions. I am constantly looking for ways that the Housekeeping Department can either reduce our expenses or generate additional revenue. This past Mardi Gras, I suggested that one way we can possibly increase revenue is to open a few of our vacant hospitality suites to the public - for a fee - to receive that unique, Mardi Gras experience.

**Performance Management- Effectively attracts and retains talented employees, provides ongoing**

feedback, coaching, and development of employees; effectively manages the performance of employees; provides solutions and resources.

Manager Evaluation

Rating: **ME (Meets Expectations)**

Response: Nathan makes effective use of feedback to avoid communication breakdowns. Excels in effectively coaching and counseling of all employees. Nathan is a highly respected and resourceful manager that displays excellent mentoring skills. In addition, he's seen as a sincere and trusted Leader.

Employee Evaluation

Rating: **EE (Exceeds Expectations)**

Response: As the Housekeeping Manager, I regularly discuss employee performance verbally, via coach counseling and other methods of progressive discipline. Housekeeping Supervisors that are not meeting hotel and guest standards are actively coached by myself and the Director of Housekeeping in addition, we have implemented a self-assessment program to work with those individuals, to discover their challenges and also celebrate their success.

**Problem Solving / Decision Making: Problem solving - Identifies problems, conducts appropriate analyses, searches for best solutions; involves others in seeking innovative, simple and effective solutions; responds quickly to new challenges. Decision making - Makes clear, consistent, transparent decisions; acts with integrity in all decision making; uses data appropriately in making decisions; distinguishes relevant from irrelevant information, makes timely decisions, and communicates clearly across the organization in which they influence.**

Manager Evaluation

Rating: **ME (Meets Expectations)**

Response: Nathan approaches problems in a positive manner. He shows patience in dealing with complex and time consuming issues. Nathan is able to diagnose complex problems and reach sustainable solutions. In addition, his supervisor is always well informed.

Employee Evaluation

Rating: **EE (Exceeds Expectations)**

Response: In Housekeeping, our daily activities change and vary. As the manager of both Housekeeping and Linen/Uniform Room, I have to think quickly and be decisive. I fully understand that any decision that I make will affect not only members of the Housekeeping Department, but other departments as well as the guests and our hotel bottom line. I strive for clarity whether verbally or via e-mail and I insist on asking questions when necessary and appropriate. I am comfortable seeing assistance/guidance from my Director of Housekeeping when needed.

**Strategic Planning and Organizing- Understands the big picture and aligns priorities with broader goals, measures outcomes, uses available data and feedback from others to change as needed, evaluates alternatives and opportunities to seek improvements, while driving solutions to complex issues.**

Manager Evaluation

Rating: **ME (Meets Expectations)**

Response:

Employee Evaluation

Rating: **EE (Exceeds Expectations)**

Response: I understand the big picture. We are in hospitality and we are business. Providing

excellent service to our customers and taking care of our employees are how we maintain our business and ensure profitability. Due to the nature of Housekeeping, plans change quickly and I am both comfortable and used to that, all while ensuring that we take care of our guests and our T.E.A.M.

**Leadership – Influences employees to perform to their highest standard, establishes a trusting environment to enrich the culture, focuses on the mission and well-being of the department, hotel, and company as a whole, leads by example and operates with integrity and respect.**

#### Manager Evaluation

**Rating: ME (Meets Expectations)**

**Response:** Nathan demonstrates natural leadership abilities with the confidence needed to face the toughest leadership challenges. He excels in training, leading and motivating the T.E.A.M. In addition, he commands undivided attention.

#### Employee Evaluation

**Rating: EE (Exceeds Expectations)**

**Response:** As a manager, I constantly drive our T.E.A.M. to always do better - and to want to do better. We strive to maintain a score above 90% in Housekeeping. That is our goal and to date, Housekeeping has an average of 90% for 2017. I believe in the mission of the hotel and our business and I insist on behaving honorably and treating everyone with respect. I also insist that I - and members of my T.E.A.M. are treated respectfully and am fortunate to have a manager and leadership T.E.A.M. that also carries this philosophy.

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#### Section Summary

#### Manager Evaluation

**Comment:**

#### Employee Evaluation

**Comment:**

### Final Questions

**Please describe actions that will improve performance.**

#### Manager Evaluation

**Response:** During the next review period, both Nathan and the company would benefit from:

To monitor and maintain the upkeep of the public space:

- Work closely with Royal Sonesta Hiring Manager to seek qualified four lobby attendant candidates for the AM & PP shifts.
- Create a public area AM & PM and Overnight checklist.

#### Employee Evaluation

**Response:**

- Conduct a daily public area and guest floor walk through with the overnight candidates and public area attendants.
- Review and sign off on checklists.
- Assign special projects as needed
- Train all public area attendants to input Engineering discrepancies in HotSOS via Ipad.

Implement a self-inspect program.

- Identify the credentials for a self-inspect room attendant.
- Identify room attendants that are capable of with being self-inspectors.
- Designate a specific floor to be a self-inspect floor.

**Please describe significant accomplishments for this year.**

Manager Evaluation

Employee Evaluation

- Response:**
- Consistently assists with reduced labor month over month.
  - Instrumental in converting two contract employees to Sonesta T.E.A.M members.
  - Exceeded the goal of hiring 5 Sonesta employees by December 2017.
  - An active member of the 2017 Conversion T.E.A.M. -Royal Sonesta Hotel Chase Park Plaza.
  - Actively seeking to promote and hire within the department.
  - Successful in managing many of the special events to New Orleans such as Sugar Bowl, Mardi Gras, Jazz Fest and Essence Festival.

- Response:**
- Managing a Housekeeping T.E.A.M. of 60+ employees, with one other manager and maintaining average of 90% via Market Metrix for 2017.
  - Increasing the number of Royal Sonesta employees - attempting to reduce the number of contract employees - with qualified candidates that have potential to grow not only in our department but also in hour hotel and throughout our business.

**Is there anything you could do for each other that would assist in stronger individual or department performance.**

Manager Evaluation

Employee Evaluation

**Response:** Nathan is an asset to the Royal Sonesta and Housekeeping Department. He's well respected by peers and subordinates throughout the hotel. Nathan is serviced focused, career driven and eager to learn. Nathan has expressed interest in cross-training in several departments throughout the division and hotel. The Leadership

**Response:**

T.E.A.M. will be proactive with ensuring Nathan's goals are completed prior to time frame.

**Did the employee report to the manager for the entire performance cycle? If not, please indicate what time period was relevant. If available, was feedback obtained from the previous manager or co-managers for this employee..**

Manager Evaluation

Employee Evaluation

**Response:** Nathan Postell IV reported to Arika Reed for the entire review period.

**Response:** Yes.