

# Joy Evans

*“I have the Power, Permission and Protection to always try new things and take care of our guests.”*



It takes more to be a Mirror of MJ than just a smile and the ability to deliver service. A Mirror has the heart of a servant and values relationships, but he or she also embraces learning, teaching, reflecting on performance and balancing the three legs of the stool. Joy Evans works hard to create a stool that is so solid, the entire Hyatt Place team could climb atop it. She is known as the A.M. Detective, seeking out guests that may not be having a wonderful stay or day. She finds out the situation, works to resolve any issues, documents her findings and shares the learning with the team. Not something listed in the Gallery Host’s job description.

Personal development and continuous learning are big priorities for this petite full-of-energy spirit. She even raised her hand to voluntarily enroll in the Leading the Journey eight-week course just so she would be ready if ever called on to lead within the MJ team. Joy already takes on many more duties than expected such as placing food orders, completing food inventories and conducting room inspections. One of her biggest challenges: sitting straight and tall to see over the steering wheel of the shuttle van. She often jumps in to help out when the regular driver is unable to run.

When asked about her favorite Journey Principle, she is quick to reflect on the Three P’s, “I have the Power, Permission and Protection to always try new things and take care of our guests.”

Joy and her husband, Robert, have two young boys. She loves to sing and dance and enjoy life’s moments. Her favorite pastime is capturing those moments through pictures. She even owns her own photograph business.