

Emilia Guzman

“She has a grateful heart.”



A grateful heart is a beautiful thing. Emilia Guzman has a grateful heart. Each day is viewed as a gift...another chance to make a living for her family and to touch the hearts of those she serves. A grateful heart is a giving heart. Emilia is consistently giving to the associates who work in the laundry department in Allentown.

She has even been known to bring in snack baskets filled with homemade treats to each and every one of them.

“Leader” isn’t a title...it is a behavior and it begins with understanding how to serve those you need and want in your life. Emilia gets this. She is happiest when everybody wins. She is a catalyst for these wins, caring deeply for those who work on her team and in her hotel. While Emilia is limited in the English language, her caring acts speak the universal language of love. It does not take words to understand her heart. Little gestures make great impressions on the Holiday Inn team. Last summer the team had an associate party at the pool. Emilia took her own money and time to make floral centerpieces for each table ... “Just because she thought everyone would like them.” She cooks special food on non-special days, “Just because she wanted to make her team happy.” She sings a happy tune as she works throughout the hotel, “Just because she is grateful to have a job and feed her family.” Why is Emilia Guzman a Mirror of MJ? “Just because.”

Emilia’s career with Meyer Jabara began in 1998 as a room attendant. Prior to joining MJ she worked in several hotels throughout the Dominican Republic. She particularly excelled as the Housekeeping Manager and Certified Regional Housekeeping Trainer for a large resort property. She came to the United States and found a home at the Holiday Inn in Allentown. Her leadership skills has allowed Emilia to embrace the “Journey Buddy” initiative helping Spanish speaking associates better understand the ways of The Journey.

Lorenzo Guzman has been the love of Emilia’s life for more than 43 years. They have three children and four grandchildren. Family and relationships matter to Emilia. It makes the days worth living. She shares her feelings, “A ‘great day’ at work is simply the ability to walk in through the doors because I am grateful to be employed at my age with a company that allows me to provide for my family. Daily I am surrounded by great people a great coach and an environment where hospitality and people are a priority. Relationships matter.”