

HENNY ULIANNA

...making a warm welcome with every task at hand.



“Welcome Home.” To Henny Ulianna it is not just a saying...it is a mission. He loves working together to make the guests feel at home, whether it is several team members offering a friendly smile or a warm hello.

Getting the opportunity to meet other people and learn where they are from and why they are staying at The Hyatt Place is what truly motivates this special person. Henny’s method of measurement is whether the guest wants to come back and experience the hotel all over again.

There are housekeepers who believe their jobs are to make beds and clean rooms; but not this housekeeper. She believes her first responsibility is to make a connection with each guest, making them feel as if they never left the comfort of their own home. With every fluffed pillow and spotless room, she thinks of the guest’s perception and experience.

Henny came to America in 1999 from Indonesia. She married her husband, Steve, in 2003 and welcomed their first child in 2006, a boy named Cody. She adores her son and loves to play. She welcomes his friends into their home. They paint and listen to music, make crafts and explore the out of doors. It was that last day in Indonesia that she last saw her family. She had helped her mother and father fun their family furniture making business before she left. She would love to take Steve and Cody back to meet the entire family. If this dream becomes a reality – they will be very busy. Henny has eight brothers and sisters living in that country today, not to mention all her nieces and nephews.

Henny Ulianna - - a housekeeping, guest service master. The reflection in this mirror always bears a smile and a warm welcome home.