

JACK RICE

Shuttle Driver
Hyatt Place – Bethlehem

Began His MJ Journey In 2010



It is quite possible that even Miss Daisy would have fired her driver if it were possible to have Jack Rice behind the wheel! He is known among the guests and the associates of the Hyatt Place as “Jack TFSD” which stands for Jack – The Friendly Shuttle Driver.

Jack has worked off and on for Meyer Jabara Hotels for more than twenty years. He started at the Four Points Sheraton as a doorman, bouncer, driver, bellman and front desk clerk. Later he joined the Holiday Inn Conference Center team as a bouncer and driver. He wasn't known as TFB – The Friendly Bouncer - back in those days. He gained the special Friendly title when he joined the Hyatt Place team in 2010.

To Jack “The Journey” is synonymous with having heart. He has the heart to care about others. It is almost magical how he can carry someone around in his shuttle for just a short time and discover why they are visiting and what they truly need in order for it to be a successful stay. He then takes that knowledge and brings it to the rest of the team to seamlessly create a memorable experience. He even takes ownership for situations that arise with the guest and deploys his own empowerment to solve problems and make memories. Yes - - - he drives a shuttle but he might as well drive the entire Guest Service department of the hotel.

Jack was married to the Navy for fifteen years. He served our country all over the world with pride. He considered it an honor to give tours of the various military bases to other personnel and civilians. He loves soccer, tennis and boxing. He even looks a little bit like a boxer when he attacks the ball on the tennis court. He is a champion tennis player – receiving tournament titles in Scotland. He enjoys traveling and spending a great day sitting in a boat - - any kind of boat will do.

Jack Rice doesn't think of serving others as a job. It is a way of life. “Don't think of service as work. If it's work to you, it won't be genuine. Guests can tell if you're really enjoying helping them or not. You won't be truly successful if you are just going through the motions.”

He also believes that The Journey is not just a work philosophy. It is about life. It helps us all follow a good path: a path to live by, to work by, to serve others by.

Sitting in the lobby of the Hyatt Place Jack shares a thought deep from his heart, “At the end of a day, when you go to bed, you KNOW in your own heart if you've done things right or not with your day. And, if you need to do something different or better, you've got the next day to do so.”