

John Ragona

“Like a lighthouse, he shines, beckoning all to come along for The Journey.”

The Chief Engineer is leading the Stand-Up again today. There is so much to share and celebrate. The housekeeping team is not a silo in this hotel. John Ragona sees to that! His eyes and ears are in every room because he partners with the housekeeping team and, together, they make every room perfect for every guest. He works with all other team members, writing Coaching Corner memos, dropping in on Living the Journey classes to share a testimonial or two, cheering on others at Stretch & Flex and finding ways to praise for delivering excellent service.

He is a mentor at heart. His hand raised quickly when the call came for a leader of the Safety LOP company-wide. He is a storyteller of best practices and an open book for anyone who wishes to learn. When a sister property needs help, John is on the job.

“Change is Good,” is not a catch phrase for John, it is a challenge. Recently he discovered a way to save the hotel considerable operating cash. It was simple and easy: turn off the in-room refrigerators when unoccupied. He designed a little card which told the guest how to turn it on if they wished to use it. The feedback for the green awareness has been wonderful and the change is jingling a little louder on the bottom line. Just think how that change turns into significant cash if we shared this practice across the portfolio. This big idea was no big deal to John Ragona, just another day of Living the Journey.

John is a native of Brooklyn, NY, and moved to the Lehigh Valley in 1993. He and his wife of over 30 years have two sons. For 27 years he worked for AT&T doing everything from managing an \$850million budget to writing code for computer systems. During his time as an analyst, he received a coveted award from the Smithsonian Institute for programming accomplishments with their system. He joined the MJ family in September 2006 at the Sheraton Jetport as an engineer and by December, he was promoted to Chief Engineer. In 2008, John got the call that the Courtyard Bethlehem was opening and he was offered the Chief Engineer position, which he gladly accepted.

For 10 years John owned Ragona’s Lighthouse Family Restaurant on Lehigh Street in Allentown. This fueled his passion for delivering great food and amazing service. Today he is fulfilled each and every time the reflection of the amazing Journey culture shines through the smiles of the guests he loves.

