

KEITH O'BRIEN

... a heart that loves to lead.



Of course a General Manager has to worry about his profit and loss statements, guest satisfaction scores and associate happiness... but Keith O'Brien knows the first thing he must do is create a firm foundation for all these things to stand upon. He knows with all the Journey tools in place everybody has the opportunity to learn, grow and provide an experience like no other hotel around.

"You can teach anybody to do a job," Keith states with confidence. "But you can't teach them to have the personality it takes to work at an MJ property. It takes heart. Hire for the heart and teach the rest."

That philosophy has served Keith well earning him and his hotel many industry awards including Platinum Award for Guest Satisfaction in 2008 and 2009 as well as Top Intent to Return Award in 2009 and High Guest Satisfaction awards.

Keith was born and raised on Long Island. He moved to Orlando, Florida in 1996 to start his career in the hotel industry. He sought to find his way back closer to his home state and discovered that opportunity at the Garden City hotel. He met his wife while working in the hotel business and quickly fell in love. Little James O'Brien soon joined the family and today the O'Brien family is busy - - usually playing on a baseball field, soccer field or just plain playing. Life is fun.

Keith loves to serve. He works hard to develop relationships with his guests and his associates. He cares deeply and isn't afraid to show that caring. He was hired for his heart. His skill is a true contribution that keeps him at the top of the game.