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Speedy Check-In, Beautiful Pool, Five-Star Service, But...

...There's a HAIR in the sink!

ATLANTA – March 24, 2011 – From the smallest motel chain to the largest luxury five-star resort, the most consistently reported problems from hotel guests across the country involve room cleanliness and maintenance, according to experts at Hospitality Staffing Solutions (HSS), www.hsstaffing.com, the leading hospitality staffing company working with 4 and 5 star properties in 35 states and 70 markets across the country.

“Today’s typical traveler is smart, savvy and has high expectations of quality, so it’s crucial to apply those same expectations to the hotel’s room attendants and back-of-house staff,” said Rick Holliday, CEO of [HSS](http://www.hsstaffing.com). “That is why hotels need to demand the highest level of responsiveness and accountability from staff members at every level.”

A property can offer hundreds of amenities including a first-class spa, top-rated restaurants and an immaculate 18-hole golf course, but if a guest checks in and finds their room dirty, that guest may leave and never come back – and you can bet they’ll tell their friends (and probably Tweet) about it, too!

At HSS, housekeeping specialists undergo a very selective recruiting process, which includes background checks, reference interviews and extensive training sessions. As a result, they are consistently listed at the top of posted room inspection scores.

“Room attendants are the primary ambassadors of any guest-centric facility, so we are very picky,” said Holliday. “The key to ensuring high levels of excellence among back-of-house employees is to selectively recruit the best talent and motivate them by offering advancement opportunities tied to performance. This formula has worked very well for us.”

He noted that the busy travel season brings variable occupancy rates and those hotels, resorts and casinos that understand how to navigate these fluctuations and maintain optimal staffing levels will fare best.

“Hotels often need to staff entire departments in a very short amount of time,” he said. “Properties benefit when they can maintain a static number of permanent employees with relative job security while meeting the ever-changing demand that is inherent to the travel

and tourism industry with help from staffing companies like HSS, which is equipped to meet the needs of most properties within 24 hours.”

About Hospitality Staffing Services, Inc.

Hospitality Staffing Solutions, Inc. (HSS) is the nation’s leading hospitality staffing company. Established in 1990, our team of hotel industry experts works with 4 and 5 star properties in 35 states and 70 markets across the country. The hotels we serve consistently score in the top 20 properties in guest satisfaction for their brands. Our service model offers clients the continuity of full time employees with the scalability of flexible staffing. Visit us at www.hssstaffing.com.

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