

Dear Phil-

My name is Patrick Maguire. I publish a blog called, *I'm Your Server Not Your Servant*. One of the sub-titles is, *A voice for service industry workers everywhere*. Obviously by virtue of your ill-timed Op-Ed piece, you have raised the ire of several members of our community. I am currently working on a blog post about the 98 Hyatt housekeepers who were fired on August 31, 2009. Before I publish the post, I have a few questions for you;

#1- Were you aware that your letter was going to be published in the Globe on Christmas? Please provide as much detail as possible.

#2- You mentioned that you "...had to make tough decisions to keep our business afloat and preserve as many jobs as possible," and that, "Early steps included management reductions and every cost-cutting tactic we could muster." Could you please provide as much detail as possible regarding the tough decisions and cost-cutting tactics that you employed so I can better understand your rationale for firing the housekeepers.

#3- Can you please explain the negotiations or arbitration process (if there was one) that occurred between Hyatt and the 98 housekeepers before you fired them? Please include what your final offer was that they refused before your final decision to terminate them. Did you let the housekeepers know that if they didn't accept a reduced compensation package that they would be terminated?

#4- A preliminary evaluation of your costs vs. benefits of firing the housekeepers just doesn't make sense, financially or otherwise. In the long run, are you really saving that much money? It appears from both short and long-term perspectives you would benefit from admitting a mistake, apologizing profusely, and hiring back the housekeepers, immediately. Short-term you are paying the fees to HSS for the new workers, legal counsel, plus benefits to the fired staff, and suffering from boycotts and a PR nightmare. Longer-term you're looking at a potential huge settlement as well as continued boycotts and PR firestorms. Sticking to your guns looks like a no-win proposition. Please comment.

#5- The statement from Hyatt that appeared in USA TODAY said that, "The transition to contract housekeeping services was not sudden and secretive. In fact, the company providing housekeeping services to our Boston Hotels – Hospitality Staffing Solutions (HSS) – has been working with two of the three hotels for more than three years, with Hyatt and HSS employees working side-by-side every day. When the properties completed the transition to all contract personnel in housekeeping on August 31 approximately half of the housekeeping staff at two of the three Boston Hyatt Hotels were

HSS employees.” Was it clearly communicated and widely known by all Hyatt housekeepers that they were being phased out, and that a ‘transition’ to go with 100% HSS employees was underway, or was the staff just supposed to read the writing on the wall?

#6- I’m no expert on employment law, but apparently there is a federal law, Worker Adjustment and Retraining Act (WARN), that requires employers to give employees a 60-calendar day advance notice of layoffs when the number of employees affected is 100 or greater. Did you purposely pair the number of remaining Hyatt housekeepers down to 98, then fire all of them at once to avoid being subject to the provisions within the WARN Act?

#7- How many of the 98 housekeepers who were fired, were required to train their replacements? Did your supervisors lie to your housekeepers and tell them that the employees they were training were only being trained to cover for them when they were on vacation?

Obviously you will be reading these comments all weekend. I’ll leave a hard-copy at the front desk just in case you’re not. Please contact me at the email address located on my blog.

I look forward to your response.

Thank you-Patrick Maguire

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