

PRESIDENT'S CORNER

As I begin the third quarter as President for the Hotel Association of Tarrant County, I'm excited to share the new ways we are making our Association more valuable to you, our members.

People sometimes ask me what does being the President of the Hotel Association of Tarrant County mean to me, and what do I get out of the experience. What it means to me as someone

who has been in the hotel business for 32 years (30 with Marriott) is the opportunity to be involved with my fellow hoteliers to face the challenges of today in 2018. Those challenges and situations are much different than I first dealt with in 1986 when employment was high and it was hard to get a good job.

When I started my journey in the hotel industry, the only opportunity available to a sharp-witted, able-bodied 20-year-old was as a houseaide at a Howard Johnson in Columbia, Missouri. Hotels could be selective with their hiring at any position, as there was a line of qualified applicants for seemingly every property. Since then the labor market has changed dramatically. The applicants can be the selective ones, as there are now more hotels and positions than ever. You all, our hotel partners, continue to tell us the same thing – staffing is the biggest challenge our members face at their properties. We are listening and, now in our third year, are executing an action plan that will help our members find new talent.

First, we launched a quarterly job board campaign. This broadens the pool of potential hires, both with social media ads and targeted email blasts, and has consistently performed above industry standards when it comes to matching applicants with employers. We held a three-day job fair in May, joining forces for the first time with the Texas Work Force Commission, and we are continuously searching for new ways to drive people to the job board listing to help you fill open positions at your hotels.

We have also grown our connections to the community to find additional out-of-the-box resources to drive employees to hotels. We are now partnered with Tarrant County College, the University of North Texas, Goodwill Industries Fort Worth, Inc. and Catholic Charities Fort Worth. Helping this process along has been a pleasure and my passion.

What I get out of it is the belief that each one of you can benefit by our efforts to assist you with the many challenges coming at you and your business. Neither myself nor any of our Board Members or HATC staff members would invest the time and effort that we do if we did not care so deeply about what our efforts mean to all of you.

While the labor market has changed and guest expectation continues to grow significantly, my commitment to this career has never waivered. At its core is the passion in wanting to serve guests every day. Just as our guests expect more from us, I have the same high demands of myself and the leadership at HATC to serve you all, our valuable members, in making sure we exceed your expectations. I hope you all will be able to review our newsletter and see all the exciting opportunities for recruitment and learn more about our allied member relationships.

Thank you for the privilege of serving as your President, I'm looking forward to a prosperous remainder of 2018.

Ded Wagenknecht Jed Wagenknecht, 2018 HATC President

Courtyard by Marriott Blackstone















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