

The Spirit of the Season

By Christine Pinney

The halls of the Renaissance Boston Bedford Hotel are decked. The gingerbread house is set. The lights twinkle on the gazebo in the courtyard. The scene is set for Santa. Soon he and his elves will arrive to bring toys for the good little girls and boys (and hopefully the adults too). Everyone is getting ready for his arrival.

Among them are three very special employees. Aaron, Donna and Robby, are all full time employees who have worked hard for the hotel and Bistro 44 for the past 20 years. Unsung heroes, they work in the wings with the rest of the kitchen staff making sure that every dish is spotless, every piece of silverware is polished, every crystal clear.

Robby listens very carefully to everything you say. He is very focused and eager to please. His attention to detail is uncanny. Sometimes, however that can work to his disadvantage.

One cold winter's day, last holiday season, John Costello, Executive Chef, was called to the kitchen because a staff member fell ill. The truth of the matter was they thought Robby was having a heart attack. People were huddled around him as he sat on the floor. His head hung low, he was crouched over. John spoke calmly and with care.

“Robby,” he said “how are you doing?”

“Not good.” Robby sighed.

“How do you feel?” John asked.

“Hot.” He answered.

John thought for a moment and looked at Robby. Then he looked at the rest of his staff. They were nervous. Then he addressed his staff.

“Have you all been telling Robby to wear his warm socks, and his thick sweaters and his heavy coat and his hat?”

“Yes.” they nodded.

“Well, I think the good news is that Robby has been listening to your advice. The bad news is that the cumulative affect of the advice is that Robby has gotten totally overheated.” Their eyes opened wide as if they were seeing for the first time. “Oh my goodness, we caused this!”

Aaron is particular, consistent and dependable. After a busy day in the hotel around Thanksgiving, Recently surprised us all when he sat down to the piano in the lounge and started to play. “I have known him for twenty years” said John Costello “and I can't believe I didn't know that about him! It just goes to show there's always more than meets

the eye.” Aaron’ s entertained the staff with tunes from Billy Joel, John Lennon’ s Imagine, and The Beatle’ s Strawberry Fields. What an amazing holiday present that was!

Donna is someone who helps out when most people would rather not. She is dedicated and sometimes tireless. In fact, she enjoys working over the holidays. With her family far away, she tells us that she wants to be at the hotel working and surrounded by her family. It’ s her home away from home and she wouldn’ t trade it for the world.

Would this all be so wonderful and amazing if this three people did not have special needs? I think they would be appreciated by the hotel just the same. “The spirit of the season – is giving and respect, caring and sharing. What marvelous gifts we have here. Our employees are our greatest asset.” said Nasser Mobarak, Director of Food and Beverage. “We take care of each other, like family.”

Christine Pinney promotes people and their products with ENewsletters and other marketing tools. She works with clients who want to attract more business. Christine Pinney Productions www.ChristinePinney.com, 781-271-0398.

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