



June 1, 2020

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State Trade and Rapid Response Coordinator  
Department of Economic Opportunity  
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Jose Alvarez, Mayor  
[jaalvarez@kissimmee.org](mailto:jaalvarez@kissimmee.org)

Re: WARN Notice

Dear WARN Act Coordinator:

This letter is to notify you that Marriott Hotel Services, Inc. doing business as Gaylord Palms Resort & Convention Center (the "location"), located at 6000 W. Osceola Parkway, Kissimmee, FL 34746, has instituted temporary furloughs, temporary layoffs, and/or temporary reductions in hours (collectively, "temporary actions") for 1,311 of the location's 1,311 employees.

These temporary actions began at the location on March 15, 2020, and were expected to last less than six months. The temporary actions were necessary due to the sudden and unprecedented economic effects of coronavirus/COVID-19 crisis ("COVID-19"), a natural disaster, including the World Health Organization's pandemic declaration, the President's declaration of a national emergency, the state and local shelter-in-place orders, and other related governmental announcements and actions, and their impact on business operations. Based on public health guidance and business forecasts available at the time, it was initially expected that these temporary actions would last significantly less than six months and that the location would return to normal business levels.

These government COVID-19 directives, however, have repeatedly been expanded and extended and have forced people to remain in place, restricting business, large gatherings, and travel in general. These expanded and extended government directives have caused a sudden, severe and worsening downturn in the hospitality industry that now makes it reasonably foreseeable that these temporary actions may extend beyond six months.

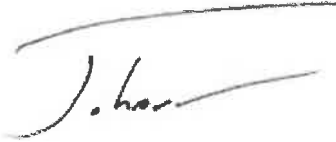
This notice is provided at the earliest possible time based on the information available. If business conditions change, which will impact these temporary actions, employees will be promptly notified of any change.

Enclosed is a list of the job titles of all affected employees and the number of employees in each job title. Affected employees do not have bumping rights (that is, the right to claim another job at the company), and no union represents affected employees. Each affected employee has been notified of the specific temporary action applicable to them.

This notice is given pursuant to the Worker Adjustment and Retraining Notification ("WARN") Act, 29 U.S.C. § 2101, *et seq.*, and any comparable state law, to the extent that such laws apply.

For further information, please contact me at 407-586-0001.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Krieger", with a long horizontal flourish above it.

Johann Krieger  
General Manager

Enclosure

## Gaylord Palms Resort & Convention Center

Job Title	# of Affected Employees
ACCOUNTANT-GENERAL	11
ACTOR-MAINSTAGE	28
ADMIN ASSISTANT	16
ADMIN ASSISTANT-SENIOR	8
ADMINISTRATOR-PAYROLL	1
AGENT-CELEBRITY SERVICES	2
AGENT-CUST SVC-IN ROOM DINING	5
AGENT-RESERVATION SALES	2
ASSOCDIR-SALES	1
ASST DIRECTOR OF SERVICES	2
ASST DIR-FINANCE & ACCOUNTIN	2
ASST FRONT OFFICE MANAGER	2
ASST HSKPG MGR NE	5
ASST MGR-RESTAURANT NE	2
AsstDir-Engineering	1
ASSTDIR-EVENTPLANNING-CATERI	1
ASSTDIR-FOOD & BEVERAGE	1
AsstDir-Loss Prevention	1
ASSTMGR-ENGMECH&ELECTRICLN	1
AsstMgr-Loss Prevention NE	4
ATTDGOURMETCOFFEE-BARISTA-LEA	1
ATTD-SPECIAL EVENTS	2
ATTD-SPECIAL EVENTS-LEAD	1
ATTENDANT-BAR	4
ATTENDANT-BOX OFFICE	2
ATTENDANT-CATERING SERVICE	24
ATTENDANT-FOOD & BEVERAGE	20
ATTENDANT-HOUSEKEEPING	11
ATTENDANT-LOBBY	10
ATTENDANT-LOSS PREVENTION	47
ATTENDANT-POOL	20
ATTENDANT-RECREATION	23
BARTENDER	27
BARTENDER-SERVICE	2
CAPTAIN-IRD	3
CAPTIAN-BANQUET	11
Catering Sales Executive NE	1
CHARACTER ESCORT	8
CLERK-STOREROOM	8
CONFERENCE SET UP-LEAD	6
CONTROLLER-ROOMS	4
COOK I	9
COOK II	44
COOK III	40

<b>Job Title</b>	<b># of Affected Employees</b>
COOK-LEAD	3
COORD-GROUP HOUSING BILLING	7
COORD-HOUSEKEEPING	1
COORDINATOR-SPORTS	7
COORD-LOST & FOUND	2
COORD-SPECIAL EVENTS	21
COORD-TECHNICAL SOLUTIONS	1
COSTUMED CHARACTER PERFORMER	12
DESTINATION SALES EXECUTIVE	2
DIR OF BEVERAGE	1
DIR OF EXHIBITS	1
DIR, ENGINEERING	1
DIR, EVENT MANAGEMENT	1
DIR, FINANCE & ACCTG	1
DIR, FOOD & BEVERAGE	1
DIR, HUMAN RESOURCES	1
DIR, REVENUE ANALYSIS	1
DIR, SALES & MARKETING	1
DIRECTOR OF TRAINING	1
Dir-Event Operations	2
Dir-Event Planning Catering	2
DIR-FINANCE & ACCOUNTING	1
DIR-GROUP SALES	1
DIR-GROUP SERVICES	1
DIR-GROUP STRATEGY	1
DIR-HUMAN RESOURCES OPERATIO	1
DIR-IT	1
DIR-LOSS PREVENTION	1
DIR-MARKETING	1
DIR-OPERATIONAL EXCELLENCE	1
DIR-PURCHASING	1
DIR-RESTAURANT	2
DIR-REVENUE MGMT	1
DIR-ROOMS	1
Dir-Services	1
DIR-SPA	1
DIR-SPECIAL EVENTS & ENTERTA	1
ENGINEER II	13
ENGINEER IV	14
ENGINEER-BUILDING III	15
ESTHETICIAN	1
EXECUTIVE ASSISTANT	1
EXECUTIVE CHEF	1
EXECUTIVE CHEF-PASTRY	1
EXECUTIVE SOUS CHEF	2
Executive Steward	1

<b>Job Title</b>	<b># of Affected Employees</b>
FOOD RUNNER IRD	1
GENERAL MANAGER	1
GENERALIST-HUMAN RESOURCES	6
GRAPHIC DESIGNER	2
GUEST EXPERIENCE EXPERT	28
GUEST SERVICE EXPERT	102
HAIR STYLIST	4
Horticulturist	4
HORTICULTURIST-SR	3
HOST/HOSTESS	23
HOTEL MANAGER	1
HOUSEKEEPER	48
HOUSEKEEPER-LOBBY	4
HOUSEKEEPER-TURNDOWN	2
INSTRUCTOR-FITNESS CENTER	2
INVESTIGATOR-LOSS PREVENTION	1
MAINTENANCE	5
MASSAGE THERAPIST	15
MGR-BANQUETS	2
MGR-CALL CENTER	1
MGR-CELEBRITY SERVICES	1
MGR-ENGINEERING AESTHETICS	1
MGR-ENGINEERING PROJECTS	1
MGR-ENG-MECHANICAL&ELECTRICA	1
MGR-EVENT EXPERIENCE NE	11
MGR-EVENTS	7
MGR-EXHIBIT HALL	3
MGR-FRONT DESK	4
MGR-FRONT OFFICE	1
MGR-FUNCTION SPACE	3
MGR-GROUP STRATEGY	1
MGR-GUEST SERVICES	1
MGR-HOUSEKEEPING NE	3
MGR-HUMAN RESOURCES	4
MGR-NETWORK & DESKTOP	1
Mgr-Production Attractions	1
MGR-RESTAURANTS	7
MGR-REVENUE MANAGEMENT 1	1
MGR-SPECEVENTS&SPA SALES NE	1
MGR-SPECIAL EVENTS	1
Mgr-Stewarding NE	2
MGR-TECHNOLOGY SOLUTIONS NE	1
OFFICER-LOSS PREVENTION	29
OFFICER-DISPATCH	5
PAINTER	1
PURCHASER	2

<b>Job Title</b>	<b># of Affected Employees</b>
RECREATION MANAGER	1
RUNNER-BANQUETS	13
RUNNER-FOOD	13
SALES COORDINATOR	6
Sales Exec-Restaurant NE	1
SERVER IRD	18
SERVER-ASSISTANT	8
SERVER-BANQUETS	189
SOUS CHEF	4
SPECIALIST-NETWORK NE	2
SPECIALIST-SPA	9
SR ASST DIR-FINANCE & ACCT	2
SR EVENT SERVICE MGR NE	2
SR SALES EXECUTIVE NE	10
SR SOUS CHEF	6
SR. PURCHASING MANAGER	2
SR-CATERING SALES EXEC NE	1
SRMGR-ASSOC HEALTH NURSE	1
SRMGR-BANQUETS	2
SRMGR-EVENTS	6
SRMGR-EVENTS-CATERING	4
SRMGR-REVENUE MANAGEMENT	1
STEWARD	15
STEWARD-BANQUETS	12
STEWARD-BANQUETS-LEAD	4
STOREKEEPER-LEAD	1
SUPERVISOR-DISHWASHING/UTILIT	2
SUPERVISOR-ENGINEERING	4
SUPERVISOR-FRONT DESK	4
SUPERVISOR-GROUP HOUSING	1
SUPERVISOR-HOUSEKEEPING	5
SUPERVISOR-KITCHEN	19
SUPERVISOR-POOL	1
SUPERVISOR-PURCHASING	1
SUPERVISOR-RECREATION	3
SUPERVISOR-RESTAURANT	9
SUPERVISOR-SPA	3
SUPERVISOR-STOREROOM	2
TECHNICIAN-NAIL	5
TECHNICIAN-NETWORK & DESK	6
TECHNICIAN-PROPERTY SYSTEMS	2
VOYAGE-EVENT SVS NE	1
VOYAGE-FOOD&BEVERAGE OPS NE	1
<b>Grand Total</b>	<b>1311</b>