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MEDIA CONTACT:

Hanna Bankston
Area Director of Marketing
JW Marriott Nashville
hbankston@turnberry.com
629.208.8365

JW MARRIOTT NASHVILLE NAMED 2023 TOP WORKPLACES USA WINNER

Hotel's Commitment to Employee Satisfaction Results in Turnover Rates Below Industry Average

NASHVILLE, TENNESSEE (May 11, 2023) – JW Marriott Nashville, Nashville's first true luxury hotel brand has been named a 2023 Top Workplaces USA. Hotel leadership credits this recognition to its competitive compensation packages, first-class training programs and a strong, family-oriented culture that altogether lead to low turnover rates. With 2022 hospitality industry turnover rates averaging 70-80 percent (compared to a national average of 10-15 percent), JW Marriott exceeded the industry average with an annual rate of 41.8 percent in 2022 (source U.S. Bureau of Labor Statistics).

This list of the top workplaces in the United States is based solely on employee feedback gathered through a third-party survey administered by employee engagement technology partner [Energage](#), LLC. The anonymous survey uniquely measures 15 culture drivers that are critical to the success of any organization, including alignment, execution and connection.

Since opening its doors in summer 2018, JW Marriott Nashville has built a culture that provides guests to its Music City property a heightened level of guest experience. But employee feedback through the Energage survey and other resources reiterates that the staff experience is likewise elevated.

“From the beginning, our hiring process is intended to help us identify the best candidates for a long-term fit. We look for a combination in a candidate of experience, ability and attitude,” explained Jennifer Horstman, Director of People and Culture at JW Marriott Nashville. “Once we have the right candidates in place, we are committed to equipping and enabling them to excel in their job so they find fulfillment, recognition, advancement and rewards.”

With an open-door policy, employee engagement, recognition, professional training and leadership development series, JW Marriott Nashville is exhibiting its commitment to its team members, which has been reciprocated by the employees during the hotel's five years of operation.

According to Fabrizio Calvo, general manager of the JW Marriott Nashville, “The JW Marriott brand is committed to well-being. But we extend that commitment beyond just our guests to also encourage connection, fulfillment, personal growth and career development within our employees. I am proud of the leadership team for providing the foundation for this culture, and I have the utmost respect for all members of our Nashville team for embracing it and living it wholeheartedly.”

Calvo continued, “We focus on two main areas at JW Marriott Nashville: Providing the highest level of guest service and investing in our employees. In our five years since opening, that approach has kept guests coming back and increased employee retention, which combine to maximize company profits. We know that having the best possible team in place



allows us to best serve our guests while also curbing the high cost of turnover. The core of our business is people—the guests we serve, the community in which we live and those who we employ—and we have proven our approach that investing in people yields smart business results.”

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ABOUT JW MARRIOTT NASHVILLE

JW Marriott Nashville, Nashville’s first true luxury hotel brand and a Marriott International “Hotel of the Year” award winner, offers the ideal location in the heart of downtown, adjacent to the state-of-the-art Music City Center. JW Marriott offers 533 guestrooms, inclusive of 37 suites, featuring stunning skyline views from floor-to-ceiling windows along with a broad array of amenities, including Nashville’s top-rated restaurant and steakhouse, Bourbon Steak by Michelin Starred Chef Michael Mina. Offering a diverse setting for business, meeting and pleasure travel pursuits, the 33-story hotel features 77,000 square feet of indoor and outdoor function space, including a 15,000-sq. ft. Grand Ballroom, and 17,000- sq. ft. event lawn aptly named, The Green at JW. JW Marriott Nashville is conveniently situated within easy walking distance to Bridgestone Arena, Lower Broadway, Nissan Stadium, and the trendy Gulch neighborhood. Owned and operated by Turnberry Associates, JW Marriott Nashville is located at 201 8th Ave. South, Nashville, TN and officially opened its doors in July of 2018. To learn more, visit the official JW Marriott Nashville website marriott.com/BNAJW.com or follow the hotel on social media via Facebook, Instagram and Twitter.

ABOUT JW MARRIOTT HOTELS & RESORTS

JW Marriott is part of Marriott International’s luxury portfolio of brands and consists of beautiful properties and distinctive resort locations around the world. JW Marriott is a tribute to the founder of Marriott International, J. Willard “J.W.” Marriott, who prioritized his own well-being so that he could take better care of others. Inspired by his approach to life and rooted in holistic well-being, JW Marriott properties offer a haven designed to allow guests to focus on feeling whole—present in mind, nourished in body, and revitalized in spirit—through programs and offerings that encourage them to come together and experience every moment to the fullest. Today there are more than 100 JW Marriott hotels in more than 35 countries and territories worldwide that cater to sophisticated, mindful travelers who come seeking experiences that help them be fully present, foster meaningful connections and feed the soul. Visit JW Marriott [online](#), and on [Instagram](#) and [Facebook](#). JW Marriott is proud to participate in Marriott Bonvoy®, the global travel program from Marriott International. The program offers members an extraordinary portfolio of global brands, exclusive experiences on [Marriott Bonvoy Moments](#) and unparalleled benefits including free nights and Elite status recognition. To enroll for free or for more information about the program, visit marriottbonvoy.com.

ABOUT TURNBERRY

Turnberry is one of America's most dynamic real estate development groups with a fifty-year track record of creating destinations with its retail, hospitality, residential and commercial assets. The company portfolio includes the Aventura Mall, which comprises the world’s most recognized brands, chef-driven restaurants, limited edition experiences and museum caliber public art and design enjoyed by almost 30 million people annually; and Destin Commons, a 500,000+ square foot lifestyle center in Northwest Florida. Under the leadership of Chairman and Chief Executive Officer Jackie Soffer, the company is collaborating with LeFrak to create Solé Mia, a 184-acre mixed use project in North Miami. Turnberry also owns and operates Town Center Aventura and an array of select services hotels like the Residence Inn by Marriott Aventura Mall and the Courtyard By Marriott Aventura. For more information, visit www.turnberry.com.

ABOUT ENERGAGE

Energage is a purpose-driven company that helps organizations turn employee feedback into useful business intelligence and credible employer recognition through Top Workplaces. Built on 14 years of culture research and the results from 23 million employees surveyed across more than 70,000 organizations, Energage delivers the most accurate competitive benchmark available. With access to a unique combination of patented analytic tools and expert guidance, Energage customers lead the competition with an engaged workforce and an opportunity to gain recognition for their people-first approach to culture. For more information or to nominate your organization, visit energage.com or topworkplaces.com.