

Jimmy Pacheco

10–15+ years at Riverwind Hotel; started as Bellman or Houseman, now GM (5–7+ years)

1. What initially attracted you to this company, and what has kept you here?

I initially applied years ago because I was looking for a temporary position. It was once I started working at the Riverwind Hotel that I realized I really enjoyed the hospitality industry. My management team at the time saw potential in me and began to work closely with me as they wanted to see me grow. I was then promoted throughout the different positions in the hotel until I ended up in the position as the General Manager.

2. What would you tell someone who's on the fence about working here?

Give yourself the opportunity to join a company that cares about their employees. You can get a job anywhere you want but there are very few places that will truly care about you like they do at THG.

3. When do you feel most proud to work here? Can you share a specific moment or experience?

I feel proud every single day to be working at the Riverwind Hotel. There are countless moments that I can think of that have been special during my time here but it is all because of the team that we have and the people I get to work with everyday.

4. What has this role meant to you personally or professionally?

I never envisioned myself as the leader of a hotel and I was given that opportunity to advance into the role by the COO of Traditions who believed in me. I am proud to have the opportunity to work with amazing people.

5. How has working here influenced your growth, confidence, or career path?

I began my journey at the Riverwind Hotel not knowing it would turn into a place I truly enjoy working at. I have learned to work and grow surrounded by people who care about and take pride in what they do.

6. Is there a skill, opportunity, or experience you've gained here that stands out the most?

I have strived to work on my leadership skills. You can't be successful without being there for the people you work with and them being there for you, it takes a team to build something amazing.

7. Which company values resonate most with you, and how do you see them in action day-to-day?

Teamwork. We have created an amazing and successful hotel operation because of the team that we have. We all work together each day to provide Legendary Service.

8. Do you feel your work here makes a difference? If so, how?

I feel that working together with an amazing group of people is what makes the difference. The positivity and teamwork you see in our team members at the Riverwind Hotel is what sets us apart from other companies.

9. What do you brag about when you talk about your job?

I love my job; I get the opportunity to surround myself with all the great people that work here. We have the flexibility that other jobs do not offer and you have leadership that you can go to if you ever have any questions. They are always willing to listen and assist you in every way. Riverwind Hotel has been successful because of all the people that work here; we have the number one hotel in Norman on Tripadvisor, we have team members that have been named employee of the year for different departments for the state of Oklahoma and that have also won on a national level for the American Hotel and Lodging Association, and we are also in the top 10% of hotels in the world on TripAdvisor.

10. Can you share an example of a time when a leader or teammate positively impacted your experience here?

The COO of Traditions gave me the opportunity to become the General Manager of the Riverwind Hotel. A position that I did not think I was ready for and honestly did not want. He believed in me and told me that I was ready for it and that I would do an amazing job being in the position. He saw something in me that I had not seen in myself and he provided the leadership, guidance, and support that gave me the confidence to help lead a team along with the support that I received from the rest of my management team at the hotel.

11. What's something this company has done for you that you did not expect from an employer?

The same year that I became the General Manager of the Riverwind Hotel we had our annual Christmas party at the end of the year. During that event Traditions awarded me as being the General Manager of the Year for the company. I never imagined being the GM let alone being the Manager of the Year for THG and it showed me that they care for and observe management throughout the company and reward them for doing a great job.

I received a plaque, a check, and was awarded a trip that was paid for including the days off that would go with the trip. This is not something you get at just any place you work, you are treated like family here.

12. How would you finish this sentence: This company gave me...?

Support, confidence, and guidance.

13. What makes you excited to come to work?

I am excited and happy to come to work because of the team that we have at the Riverwind Hotel. They are what make the hotel special and I encourage you to get to know them because I truly believe that the team at the hotel is what Traditions Hospitality Group strives to be. A team that delivers Legendary Service to every guest, every time and treating employees like family.