To Hilton Hotels

(Date)

CEO Chris Nassetta

CFO Kevin Jacobs

7930 Jones Branch Drive

Suite 1100

McLean, VA 22102

Dear Mr. Nassetta and Mr. Jacobs

At the Chicago Federation of Musicians, we are very concerned to learn about the changes happening at Hilton. We write to ask that you restore full services and in particular that you bring back automatic daily housekeeping.

The Chicago Federation of Musicians has often booked with Hilton, and labor unions spent $103 million at Hilton in 2018 and 2019. This is a deliberate choice on our part based on your union density, your service, and the value you offer.

Hilton and Park Hotels have announced plans to increase profit margins through the elimination of automatic daily housekeeping, the conversion of full-service dining options to grab-and-go, and other changes to the hotel experience. We are concerned that we will no longer get the value we expect from Hilton.

We are especially disturbed that Hilton recently announced it will no longer offer daily housekeeping unless guests specifically request the service.

Hotel rooms should be cleaned every day. That is the standard of service we expect from a hotel. Travelers say cleanliness is a top priority in poll after poll; guests want their hotel rooms cleaned every day like they have always been, and we should not have to request this standard service at full-service hotels.

Research by UNITE HERE also shows that ending daily housekeeping would slash jobs and make housekeepers’ workloads even more painful, because rooms are much dirtier after days without cleaning. They estimate that ending this practice would eliminate up to 39% of all US hotel housekeeping jobs and cost housekeepers – overwhelming women of color - $4.8 billion in annual lost wages.

We ask you to do the right thing for Hilton guests and housekeepers. Bring back automatic daily housekeeping.

Sincerely,

(Name)