



HOTELSTAFF.COM

DELIVERING
EXCEPTIONAL
TALENT TO
POWER PREMIUM
HOSPITALITY

James Dinardo,
CEO





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Great staff are the key to providing exceptional hospitality and building a strong reputation. HotelStaff.com lives by this principle, carefully matching every property with professionals who elevate service, protect reputation and leave guests with memories worth sharing.

As America's leading contract hospitality staffing provider, it excels in brand and image protection by placing skilled professionals who deliver exceptional service that makes every guest feel valued and welcomed.

"We see our role as one that directly enhances guest experience," says James Dinardo, CEO. "We begin every placement with the end in mind—a satisfied guest, a glowing review, and a brand experience worth cherishing."

For hospitality brands, the guest experience is directly tied to revenue generation and brand loyalty. According to a recent U.S. Department of Labor statistic, 15 percent of guests who had a bad experience won't return. Worse, unhappy guests are more likely to leave a review than satisfied ones. Prospective customers typically check

ratings when deciding where to stay, meaning every negative review can adversely impact RevPAR.

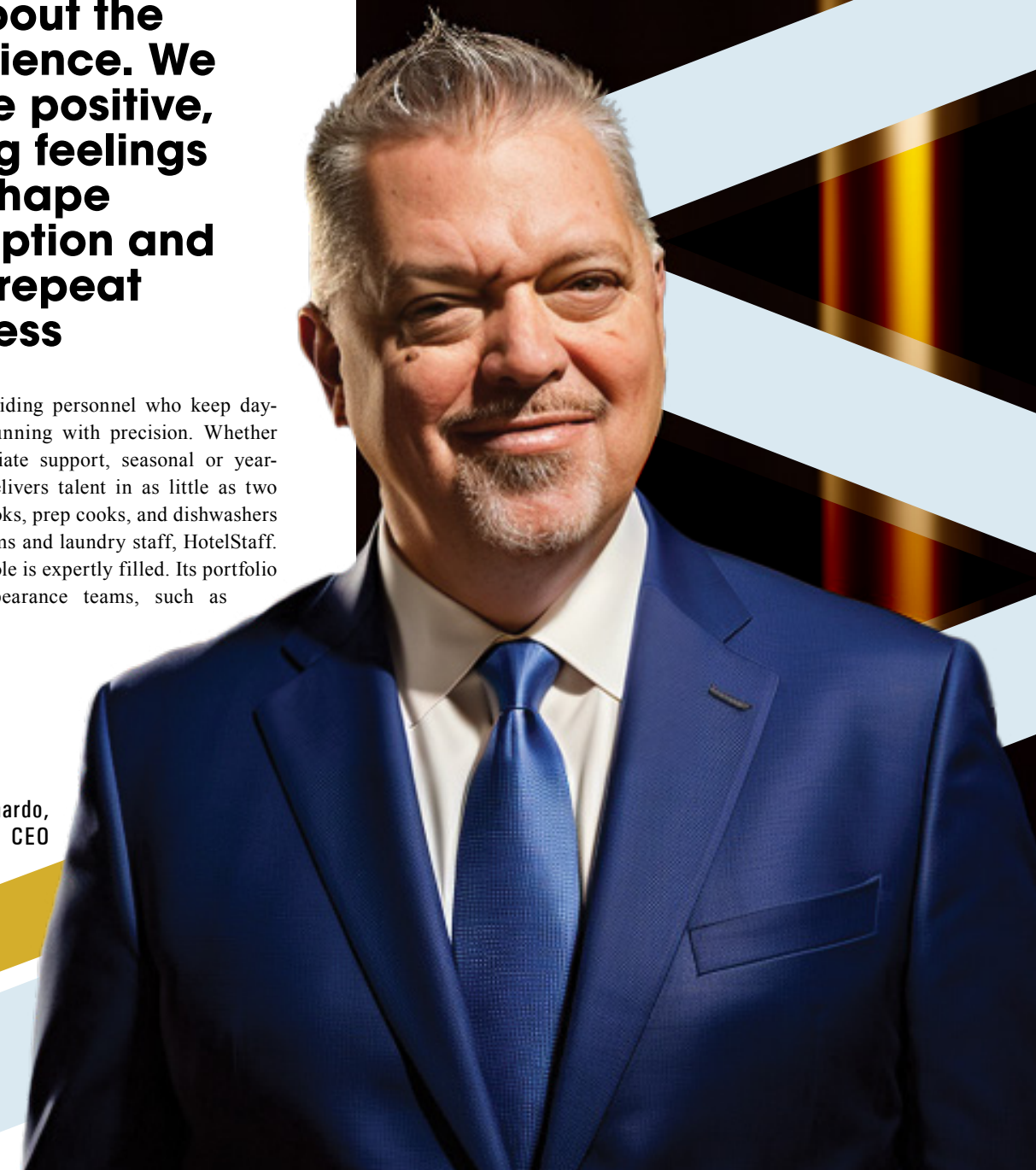
HotelStaff.com's professionals are committed to driving five-star reviews for clients. A smile at check-in and a warm, welcoming presence in the hallway can have an immediate, positive impression, directly influencing how a guest feels about the brand.

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Its niche is providing personnel who keep day-to-day operations running with precision. Whether clients need immediate support, seasonal or year-round staffing, it delivers talent in as little as two weeks. From line cooks, prep cooks, and dishwashers to housekeeping teams and laundry staff, HotelStaff.com ensures every role is expertly filled. Its portfolio includes resort appearance teams, such as



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overnight janitorial crews and kitchen cleaning staff. It also provides supervisory and specialized professionals to meet unique property demands when needed.

Curating Professionals for Operational Success

Cultural fit, personality and an intuitive sense of service are non-negotiable for HotelStaff.com. It views hospitality not as a skill but as a human connection and natural friendliness to make guests feel at home.

Guided by the belief that skills can be taught but genuine warmth is innate, the team goes beyond resumes to find individuals who bring authentic friendliness, a strong work ethic and a personality that fits seamlessly into world-class hospitality settings.

A perfect blend of human touch and technology powers HotelStaff.com’s discerning, high-integrity staffing process that matches clients with the right talent. At the core, the company prioritizes emotional intelligence and genuine relationships. In an era where many competitors lean heavily on automation and tech-driven efficiencies, HotelStaff.com champions the human touch, valuing warm, intuitive interactions over cold interfaces.

The outcome of this approach is evident. Hospitality’s most trusted names, including top-ranked hotels and four-star, four-diamond resorts from Maine to Florida and as far west as Hawaii, rely on HotelStaff.com as a steadfast ally in elevating their guest experiences.



One of the biggest challenges in hospitality staffing is the intangible nature of the service being delivered. Clients often can’t gauge quality until staff are on-site. To ensure every placement meets the highest standards, HotelStaff.com conducts a rigorous prescreening process that evaluates skills and the spirit of hospitality. Beyond this initial vetting, selected talent works directly with each client’s management team through an onboarding program tailored to the property’s operational culture and guest service expectations. This two-step approach pays dividends once staff are placed, ensuring they are capable and seamlessly aligned to provide the guest experience each property promises.

HotelStaff.com also reduces ramp-up time when employees move between properties. By staffing individuals who bring adaptability and a strong work ethic, it ensures transitions happen faster and more smoothly. The team selects candidates who are eager to learn and genuinely want to work. This helps them quickly acclimate to client environments. Whether understanding the layout of a walk-in refrigerator or adapting to a property’s specific standards, these individuals navigate the learning curve with speed and confidence, becoming valuable assets to clients in remarkably short timeframes.

Front-Row Seat to the World of Hospitality

Beyond staffing, HotelStaff.com elevates the hospitality industry by championing awareness and recognition through its media arm. It runs HotelStaff.TV, a dynamic platform delivering quick, insightful information through regular shows tailored for busy hospitality professionals. The channel showcases the latest industry developments, from new hotel openings and economic shifts to policy changes and global events that impact hospitality.

HotelStaff.TV is a go-to source for those who want to stay informed, inspired and connected to the industry’s broader pulse. It has a global following, with regular viewers from Southeast Asia, Europe and North and South America.

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Past features have explored how major events like the Super Bowl influence local hotel demand and how election cycles affect travel and occupancy patterns. With a blend of timely news and uplifting stories, HotelStaff.tv has become a trusted voice for those who live and breathe hospitality worldwide.

Leading Hospitality Forward

HotelStaff.com’s commitment to championing hospitality stems from the founder Dinardo’s own journey. After serving in the U.S. Navy as part of the elite combat search and rescue squadron HS6, he brought the same discipline and commitment

to running a successful venture in janitorial and facilities services. Along the way, he recognized a growing demand for dependable, high-caliber hospitality staffing—a gap he set out to fill through HotelStaff.com. Guided by the precision and reliability honed in the military, Dinardo has built the company into a game-changing force, helping hotels deliver consistent, memorable experiences.



Today, by putting guest experience, operational efficiency and brand integrity at the forefront, he and his team are setting a new standard for contingent workforce support in hotels and resorts.

“Guests rarely make decisions based on facts. It’s about the experience. We create positive, lasting feelings that shape perception and drive repeat business,” says Dinardo.

A significant portion of the company’s clientele comes through word-of-mouth, a testament to the trust and loyalty it has earned over the years. Many professionals placed early in their careers through HotelStaff.com continue to rely on its support as they rise into senior leadership and ownership roles. HotelStaff.com is their first point to source the right talent as they move from property to property. Some relationships have spanned more than a decade, crossing multiple states, hotel groups, and properties.

Steering ahead, HotelStaff.com continues to expand thoughtfully. New specialty offerings are being added, and by 2026, it plans to launch a dedicated arm focused on senior-level placements, including general managers, executive chefs and directors.

HotelStaff.com champions the people who keep the heart of hospitality beating. The team upholds the highest standards of excellence, ensuring every guest touchpoint becomes a moment of connection where warmth is felt, trust is built, and memories take root long after check-out. **HBR**





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