

Minister Yu Shugang
Ministry of Culture and Tourism
No. 10, Chaoyangmen North Street
100020 Dongcheng District, Beijing

Dear Minister,

I am writing regarding the Ministry's recent statement that it is investigating the Marriott hotel chain in China based on a video showing unhygienic practices at several Marriott brand properties, including the Ritz-Carlton Shanghai Pudong, Bvlgari Shanghai, Le Royal Méridien Shanghai, the Sheraton Guiyang, and the Sheraton Nanchang. As the North American hotel workers' union, UNITE HERE would like to help your ministry understand more about Marriott's room cleaning practices by arranging a meeting with Marriott housekeepers in the United States.

Some Marriott hotels employ a deferred rooms cleaning program called "Green Choice" or "Your Choice." Both programs reward guests with vouchers and loyalty points for turning away housekeeping services they have already paid for. These programs save money for Marriott but often have a damaging impact on hotel housekeepers. According to a union survey at one Marriott hotel, 97% of housekeepers reported that Green Choice rooms are dirtier than rooms that are cleaned daily.

Currently, 5,200 hotel workers in the United States are on strike. One of the main issues of the strike is the impact of the Green Choice and Your Choice programs on housekeepers.

We have compiled a report about these programs which I have attached. (It is also available online at www.onejob.org/dirtychoice.) This report summarizes the impact of the programs:

- The programs result in hotel rooms missing housekeeping service for days. Dirt and trash can accumulate when rooms are not serviced for multiple days. But housekeepers are not given any extra time to clean these dirtier and hard to clean rooms.
- Because the rooms are so dirty, housekeepers report using larger quantities of hazardous chemicals. These products may "cause damage to eyes," "cause severe irritation to skin," and "irritate throat and respiratory system."
- Housekeepers typically have a daily quota of rooms to clean. Many Marriott housekeepers report rushing to finish their quota when rooms are left un-serviced. Housekeepers experience pain, injury, and stress, while cleaning rooms with days' worth of filth.
- Because deferred service programs result in fewer rooms to clean, hotels routinely staff with fewer hotel workers or place more hotel workers on on-call scheduling.

We would like to arrange a meeting at a consulate between government representatives and Marriott housekeepers to brief you on these programs. We also encourage you to adopt appropriate regulations to ensure that these programs do not negatively impact housekeepers or the cleanliness of hotel rooms.

If you are interested in scheduling a meeting, please contact me using the information below.

Sincerely,

Jon Sussman
UNITE HERE
jsussman@unitehere.org

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