[Date]

CEO Chris Nassetta

CFO Kevin Jacobs

7930 Jones Branch Drive

Suite 1100

McLean, VA 22102

Dear Mr. Nassetta and Mr. Jacobs,

At [your union’s name], 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.

[your union’s name] 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 outlets 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 always have been, and we should not have to request this standard service at a full-service hotel.

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 percent of all U.S. hotel housekeeping jobs and cost housekeepers – overwhelmingly 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.

Women and communities of color have been especially hard-hit by the COVID-19 pandemic, and yet it appears that Hilton is taking advantage of the pandemic disruption to eliminate jobs held by women of color. Instead of providing the service and value that we pay for and that workers make possible, you are cutting women of color out of the recovery in an effort to generate even higher profits.

This cynical betrayal of Hilton workers will not be easily forgotten by the labor community, and we will actively educate our [your number of] members in the U.S. about this issue. We review our business agreements annually and will be watching what happens at Hilton very closely.

Sincerely,

[name]