From: Mark Kruea
To: stephen.greene@mbhospitality.org; BBethune@cityofmyrtlebeach.com
Cc: regulatory; Amy Prock; Marty Brown; Stephie Parran; karen.riordan@visitmyrtlebeach.com; diana.greene@visitmyrtlebeach.com; jeffrey.wisniewski@mbhospitality.org; City Council; Kaycey Vrettos; cpendergrass@cityofmyrtlebeach.com
Subject: RE: [External]RE: Unhappy hotel guest
Date: Tuesday, June 9, 2020 5:24:04 PM

All…

A big "thank you" to Stephen for speaking with the guest and getting a better understanding of his concerns and how things are operating in the COVID world. Stephen called me to further elaborate. He explained that under CDC guidelines, hotels and accommodations are suspending daily housekeeping services as a way of limiting interactions between staff and guests to prevent further spread of COVID-19. Most hotels are offering trash and towels at the door, but not daily cleaning. And in many cases, that's spelled out in the guest services agreement (which not everyone reads). Stephen's point was that our local hoteliers need to do a better job up front of explaining how services will work so that expectations are realistic, not exaggerated. He notes that this limited service model for COVID-19 is a national thing, not just a local thing. The guest apparently appreciated the community's response to his concerns, although he's still not happy.

Thanks,
Mark

photograph

The employees of the City of Myrtle Beach are a diverse group of individuals who blend their unique talents to create the most effective, elite team of public servants in South Carolina.

Mark Kruea

Public Information Director

p: 843-918-1014
m: 843-450-1695
e: MKruea@cityofmyrtlebeach.com

PO Drawer 2468
Myrtle Beach, SC 29578-2468

www.cityofmyrtlebeach.com

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From: Stephen Greene <stephen.greene@mbhospitality.org>
Sent: Tuesday, June 9, 2020 4:57 PM
To: Mark Kruea <MKruea@cityofmyrtlebeach.com>; Brenda Bethune <BBethune@cityofmyrtlebeach.com>
Cc: regulatory <regulatory@cityofmyrtlebeach.com>; Amy Prock <AStanley@cityofmyrtlebeach.com>; Marty Brown <MBrown@cityofmyrtlebeach.com>; Stephie Parran <SParran@cityofmyrtlebeach.com>; Karen Riordan <karen.riordan@visitmyrtlebeach.com>; Diana Greene <diana.greene@visitmyrtlebeach.com>; Jeffrey Wisniewski <jeffrey.wisniewski@mbhospitality.org>; City Council <CityCouncil@cityofmyrtlebeach.com>; Kaycey Vrettos <kvrettos@cityofmyrtlebeach.com>; Chasity Pendergrass <cpendergrass@cityofmyrtlebeach.com>
Subject: [External]RE: Unhappy hotel guest

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or on clicking links from unknown senders.
I have just got off a lengthy call with Mr. Locklear and went over further details. He was very happy for the follow up from the community however is still upset on how he was treated by the property. I gave him some suggestions on his complaint and told him we would follow up if and when we get a response. Thank you.

Stephen Greene, TMP
President & CEO

1200 North Oak Street, RM 113 & 114
Myrtle Beach, SC 29577
843.626.9668
843.626.0009 - Fax
www.mbhospitality.org

From: Mark Kruea <MKruea@cityofmyrtlebeach.com>
Sent: Tuesday, June 9, 2020 4:54 PM
To: Brenda Bethune <BBethune@cityofmyrtlebeach.com>
Cc: regulatory <regulatory@cityofmyrtlebeach.com>; Amy Prock <AStanley@cityofmyrtlebeach.com>; Marty Brown <MBrown@cityofmyrtlebeach.com>; Stephie Parran <SParran@cityofmyrtlebeach.com>; Karen Riordan <karen.riordan@visitmyrtlebeach.com>; Stephen Greene <stephen.greene@mbhospitality.org>; Diana Greene <diana.greene@visitmyrtlebeach.com>; Jeffrey Wisniewski <jeffrey.wisniewski@mbhospitality.org>; City Council <CityCouncil@cityofmyrtlebeach.com>; Kaycey Vrettos <kvrettos@cityofmyrtlebeach.com>; Chasity Pendergrass <cpendergrass@cityofmyrtlebeach.com>
Subject: RE: Unhappy hotel guest

I believe Stephen Greene is reaching out to him.

Thanks,
Mark

photograph

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Mark Kruea

Public Information Director

p: 843-918-1014
m: 843-450-1695
e: MKruea@cityofmyrtlebeach.com

PO Drawer 2468
Myrtle Beach, SC 29578-2468

www.cityofmyrtlebeach.com

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From: Brenda Bethune <BBethune@cityofmyrtlebeach.com>
Sent: Tuesday, June 9, 2020 4:54 PM
To: Mark Kruea <MKruea@cityofmyrtlebeach.com>

Cc: regulatory <regulatory@cityofmyrtlebeach.com>; Amy Prock <AStanley@cityofmyrtlebeach.com>; Marty Brown <MBrown@cityofmyrtlebeach.com>; Stephie Parran <SParran@cityofmyrtlebeach.com>; Karen Riordan <karen.riordan@visitmyrtlebeach.com>; Stephen.Greene@mbhospitality.org; Diana.Greene@VisitMyrtleBeach.com; Jeffrey.wisniewski@mbhospitality.org; City Council <CityCouncil@cityofmyrtlebeach.com>; Kaycey Vrettos <kvrettos@cityofmyrtlebeach.com>; Chasity Pendergrass <cpendergrass@cityofmyrtlebeach.com>
Subject: Re: Unhappy hotel guest

I agree that someone needs to call Mr. Locklear, but we need to designate who will make the call. We don't need him going on social media with his claims.
I will defer to Karen as to whom should make the call.
Thank you Mark.
Brenda

Sent from my iPad

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Brenda Bethune

Mayor

p: 843-918-1001
m:
e: BBethune@cityofmyrtlebeach.com

PO Drawer 2468
Myrtle Beach, SC 29578-2468

www.cityofmyrtlebeach.com

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On Jun 9, 2020, at 3:43 PM, Mark Kruea <MKruea@cityofmyrtlebeach.com> wrote:

All…

I spoke with a very unhappy guest of the Sandcastle Oceanfront. He was trying to reach the mayor, and ended up on my telephone. Stan Locklear, 405-833-5398. Here's his short story.

He arrived at noon Sunday, but couldn't check into his room until 4:00 p.m. When he did, he found the room was dirty (uncleaned from the last guest), and was transferred to another room at 6:00 on Sunday. His room wasn't serviced by housekeeping yesterday, and he complained. No change of linens, no bed made, no toilet cleaned, no trash emptied, no clean towels – nothing. No response to the complaint, and no cleaning. Room still not serviced today by housekeeping; same list of things not done. He complained again and eventually spoke to John Neal, whom he identified as the general manager. According to Mr. Locklear, Mr. Neal told him that neither the city nor OHSA requires them to clean the rooms daily – or apparently at all. Mr. Locklear is very unhappy that his $450 stay doesn't include any services. Given COVID-19 and the emphasis on cleanliness and sanitation, he finds this completely unacceptable. I've explained that we don't have a city regulation or law that requires hotel to clean rooms in any particular way. Executive Order 8B, which is still in effect, I believe, specifies various cleanliness protocols for common areas and public spaces, but I don't see where it says anything about the individual hotel rooms, although one certainly could extrapolate that. Mr. Locklear expects a refund and an explanation for why

guests would be so treated. He is surprised that the general manger did not offer an apology or make any other attempt at placating the guest. Mr. Locklear claims to be a well-off businessman and promises to take his complaint to the governor and the media. I indicated that I would pass his message on to the mayor, to the Chamber of Commerce, to the Hospitality Association and to our police regulatory unit, inasmuch as Executive Order 8B is still in effect. He would appreciation a phone call, at a minimum. He's leaving tomorrow.

Thanks,
Mark

photograph

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Mark Kruea

Public Information Director

p: 843-918-1014
m: 843-450-1695
e: MKruea@cityofmyrtlebeach.com

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Myrtle Beach, SC 29578-2468

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