

Eric David Meeuwsen Urges Hospitality Leaders to Focus on the Basics

Veteran Consultant Advocates for Mentorship and Better Team Culture in Hotels



Palm Beach, Florida Jul 19, 2025 ([Issuewire.com](https://www.issuewire.com)) - Eric David Meeuwsen, a hospitality consultant with over 30 years of experience, is calling on hotel owners and managers to address what he sees as the industry's quiet crisis: neglecting the fundamentals of service and team development.

"There's a lot of talk about technology and guest personalization tools," Meeuwsen says, "but most properties I walk into are still struggling with poor communication between shifts or unclear staff roles. These are fixable problems—if you're paying attention."

[Eric David Meeuwsen](#), who began his career in guest services in the early 1990s, now works with hotels across Florida and the Caribbean through his firm, Meeuwsen Hospitality Consulting. His focus is simple: improve guest experience by fixing what's broken behind the scenes.

A Common Problem, Fixable Solutions

According to a 2024 report by the U.S. Travel Association, the hotel industry is still short nearly 200,000 workers compared to pre-pandemic levels. A 2023 AHLA study found that 78% of hotel operators say they can't fill open roles, citing lack of training and high turnover as major barriers.

Meeuwsen believes the solution starts with leadership. “You can’t just throw new hires at the problem,” he says. “If your night shift doesn’t feel supported, that shows up in your reviews. Guests feel that disconnect.”

He points to a turnaround project in Islamorada, Florida, where occupancy climbed from 30% to nearly full capacity in under a year. “It wasn’t magic,” Meeuwsen says. “It was clean handoffs, better scheduling, and giving the team clarity and support.”

Focus on Mentorship and Culture

Meeuwsen is especially vocal about the importance of mentorship in hospitality. He volunteers with the Florida Restaurant & Lodging Association, mentors hospitality students, and speaks regularly at Palm Beach-area colleges.

“Someone mentored me when I was just figuring things out,” he says. “I try to pay that forward. Not every student needs a career plan on day one—but they need someone to help them learn how this business *actually* works.”

He encourages leaders to spend more time on the floor and less time behind closed doors. “Culture isn’t built in meetings,” he says. “It’s built during the 2 a.m. shift when things go wrong and people look to their manager for how to respond.”

Start Small, Act Local

Meeuwsen isn’t selling a program or platform. He’s asking those in the industry to do three things:

- **Mentor one person** – “Take a new hire under your wing. Teach them how you learned—by doing.”
- **Work one frontline shift per month** – “Walk the property. Listen. It will tell you everything you need to know.”
- **Ask your team one question** – “What’s slowing you down, and how can I help?”

“Hospitality isn’t about perfection,” Meeuwsen says. “It’s about being present. That’s something anyone in this industry can do—today, for free.”

About Eric David Meeuwsen

[Eric David Meeuwsen](#) is the founder of Meeuwsen Hospitality Consulting and a veteran of hotel operations with three decades of experience across Florida and the Caribbean. He is a Certified Hotel Administrator and Certified Guest Experience Professional. He lives in Palm Beach, Florida with his wife Melissa.

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