

Newest Kansas City Luxury Hotel Fully Staffed by Pinnacle

In the past decade, the Kansas City area has been home to a World Series Champion, two Super Bowl winning teams, an NCAA Men's Basketball Champion, the first stadium built specifically for women's professional sports and will host FIFA World Cup matches in 2026. Needless to say, this "cowtown", in what many consider flyover country, is quickly becoming a destination for many across the world.

To capitalize on the boom, Marriott Hotels opened the Cascade Hotel in the heart of the city's iconic Country Club Plaza in November, 2023. Nearly a year later, Pinnacle is the only staffing firm the hotel has needed to staff the 10-story, 177-room hotel.

"Since opening, we have not had to use any other staffing agency," said GM, Russell Archuleta. "We have been very pleased with the quality of the work (from the) majority of the team. There has been no need for us to reach out to any other staffing agency, as Pinnacle takes care of our needs," he said.

Like many of Pinnacle's customers, the hotel does hire internally, but knows it can call on Pinnacle to supplement their hotel staff with fully-trained personnel. Unlike most staffing firms, Pinnacle personally trains

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all hospitality staff how to properly set up a dinner place setting for an event, how to thoroughly clean and prepare a room for future guests, and more.

"Pinnacle does a good job ensuring that their staff is trained at least for 3 days or longer so that the team has a better chance of success and better understand our needs," the GM said. "We have been extremely pleased with the quality of staffing and the ongoing support we have received from both Cesar and Jorge."

An member of Inc. 5000's Fastest Growing Company club, Pinnacle Staffing Group is quickly growing across the country with offices in more than a dozen major U.S. cities. And we've helped the Marriott team with staff for numerous hotels. We can bring those same quality workers to your hotel, no matter what city you're in.

"We are very grateful to have such a strong working relationship with Pinnacle Staffing," Archuleta said. "We look forward to a long and lasting working relationship."

Pinnacle looks forward to that long-lasting relationship too!

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