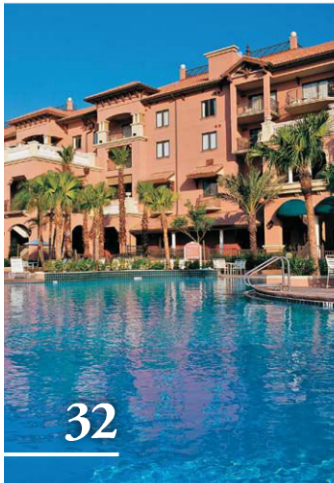




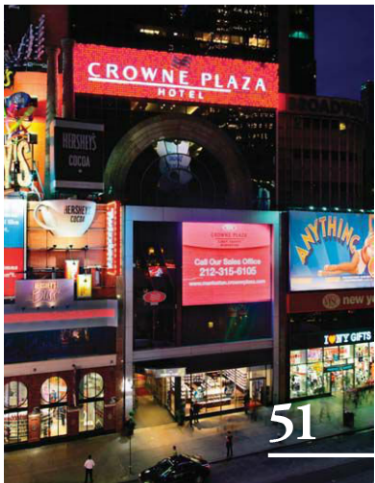
hotel MANAGEMENT

HotelManagement.net
Questex Hospitality Group Publication

18



32



51

news

IN THE HEADLINES

- 6** Wells Fargo bullish on hotel acquisition lending; The New Year brings good news to the travel industry as budgets rise
- 7** Indian hoteliers face Western challenge; China's secondary cities have first-class potential
- 26** CATHIC highlights hotel industry growth in Turkey

departments

TRENDS & STATS

- 16** PwC: Rate will drive 80 percent of RevPAR growth in 2012

DEVELOPMENT

- 18** Kimpton makes move into Cleveland; Chartres changes direction
- 20** DoubleTree slated for Indonesia

THE NEW GM

- 22** Hyatt 48 Lex's Mark Wagner

ON THE BLOCK

- 30** Activity up, pricing still off

TIMESHARE

- 32** Changing tactics

TECHNOLOGY

- 34** Automation boosts efficiency, revenue management

HOTEL OPERATIONS

- 38** Compliance: How to avoid the wrong products

HOT PRODUCTS

- 40** Ice machines

SPECIAL REPORT

- 42** Top third-party management companies
- 51** Management companies share lessons learned

PROFILE

- 70** Starwood Hotels & Resorts' Denise Coll

COLUMNS

- 4** **Up Front** | Ruthanne Terrero
- 10** **Sales Clinic** | Howard Feiertag
- 10** **Legally Speaking** | Karen Morris
- 12** **On Finance** | Jeff Wilder
- 14** **On Leadership** | Renie Cavallari
- 64** **Ad/Editorial Index**
- 64** **Marketplace**
- 65** **Sightings**
- 66** **Classifieds**



34

online

Daily news, right to your inbox

From the IHIF Hotel Investment News Daily to HM Technology and HM Operations, we have you covered. HotelManagement.net/newsletter-registrations

Hotel Management surveys

Sign up online to receive notice when Hotel Management's surveys are open. HotelManagement.net/hotelworld-network-surveys

CONNECT WITH HOTEL MANAGEMENT



HOTEL MANAGEMENT (ISSN 2158-2122) is published monthly, except semi-monthly in April, June and October (15 issues yearly), by Questex Media Group LLC, 306 W. Michigan St., Suite 200, Duluth, MN 55802. Subscription rates: \$63 for 1 year, \$100 for 2 years in the United States & Possessions; \$85 for 1 year, \$135 for 2 years in Canada and Mexico; all other countries \$145 for 1 year, \$245 for two years. Single copies (prepaid only): \$5.50 in the United States; \$6.50 in Canada and Mexico; \$12.50 all other countries. Back issues, if available are \$10 in the U.S.; \$12 in Mexico and Canada; \$24 for all other countries. International subscriptions will be subjected to \$75 per annual order for air expedited service. Includes \$7.15 per order plus \$2.20 per additional copy for U.S. postage and handling. Periodicals postage paid at Duluth, MN 55806 and additional mailing offices. POSTMASTER: Please send address changes to Hotel Management, PO Box 1268 Skokie, IL 60076-8268. Canadian G.S.T. number: 840 033 278 RT0001, Publications Mail Agreement Number 40017597. Printed in the U.S.A. Copyright ©2012 Questex Media Group LLC. All rights reserved.