CONTENTS







⇒ news

IN THE HEADLINES

- 8 AAHOA leaders' legislative push; Country Inns & Suites gets a makeover
- 9 5 questions with Hard Rock EVP Michael Shindler
- 26 Ataway Exchange, a knowledge hub

■ departments

DEVELOPMENT

10 Anguilla's Malliouhana Hotel & Spa; Fattal Hotels' new German portfolio

ONE-ON-ONE

16 Concord Hospitality's Mark Laport

THE NEW GM

18 Corinthia London's Matthew Dixon

SPECIAL REPORT

20 Top limited-service hotel chains

TECHNOLOGY

30 PMS automation

DIGITAL MARKETING

34 Google AdWords targets mobile

HOTEL OPERATIONS

36 Front-desk interaction

DESIGN

38 Guest-focused laundry rooms

HOT PRODUCTS

40 Housekeeping and maintenance

IHIF NEWS

42 Meeting of the minds in Berlin

COLUMNS

- 6 Up Front | Amy Vaxman
- 12 Satisfaction Trends | Dr. Jonathan Barsky and Mike Waite
- 14 Cornell Insights | Glenn Withiam
- 15 On Finance | Bruce Lowrey
- 51 Ad/Editorial Index
- 51 Marketplace
- 52 Classifieds
- 56 Sightings

∍online

Nothing positive comes from negativity | Renie Cavallari

Tips on how to not let negativity get you down

Search "Renie Cavallari" on HotelManagement.net

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

CONNECT WITH HOTEL MANAGEMENT











HOTEL MANAGEMENT (SSN 2158-2122) is published monthly, except semi-monthly in April, June and October (15 issues yearly), by Quester Media Group, LLC, 757 Third Ave, 5th Floor, New York, NY 10017. Subscription rates: \$63.00 for 1 year, \$100.00 for 2 years in Canada and Mexico; \$25.00 for 1 year, \$100.00 for 2 years in Canada and Mexico; \$25.00 for 1 year, \$25.00 for 1 yea