



6

hotel
MANAGEMENT

HotelManagement.net
A Questex Hospitality Group Publication



42



48



56

➔ news

IN THE HEADLINES

- 6 College markets resist recession; The 2013 LIIC top 10
- 8 5 questions with 21c Museum Hotels co-founder Steve Wilson
- 10 Americinn expands regional footprint; Soft branding takes on more forms

➔ departments

DEVELOPMENT

- 12 Best Western sees potential in Haiti; Dual-branded Marriott in Los Angeles
- 14 Value Hotel Worldwide moves into Sejong, South Korea; SmartBrand targets Southeast states

TRENDS & STATS

- 18 Has the time for supply concerns come yet?

ONE-ON-ONE

- 20 Choice Hotels International's Steve Joyce

THE NEW GM

- 28 Pod 39's Scott Yo

SPECIAL REPORT

- 32 Franchise fees guide

TECHNOLOGY

- 42 PTAC maintenance tips

HOTEL OPERATIONS

- 46 Guestroom occupancy sensors

DESIGN

- 50 Casegoods for the modern guest

DIGITAL MARKETING

- 52 Inside Facebook's Graph Search

HOT PRODUCTS

- 54 Lamps and lighting

TIMESHARE

- 56 Timeshare market picks up pace

ON THE BLOCK

- 58 Smooth sailing for transactions

IHF NEWS

- 76 Conferences with experts

COLUMNS

- 4 **Up Front** | Stephanie Ricca
- 16 **Sales Clinic** | Howard Feiertag
- 16 **Hospitality Doctor** | Daniel Johnson
- 17 **Cornell Insights** | Glenn Withiam
- 78 **Ad/Editorial Index**
- 78 **Marketplace**
- 80 **Classifieds**
- 86 **Sightings**



12

➔ online

Hotel Management research

Check out our library of industry webinars and whitepapers on a range of topics, all available for free download.

Click "Research" on HotelManagement.net

Let's talk on Facebook

Ok, you love our print magazine. So let's take the conversation from offline to online. Join us on our Facebook page for lively discussion on all things hotel related.

Go to www.facebook.com/HotelMgmt and like us!

CONNECT WITH HOTEL MANAGEMENT

