







⇒ news

IN THE HEADLINES

- **6** Choice speeds up PIP upgrades; a look back at the career of John Q. Hammons
- 7 Investors up luxury demand in Asia; Marriott's AC brand expanding to U.S.

■ departments

DEVELOPMENT

8 Silverstein's Four Seasons New York project; sbe's Redbury Hotel South Beach

SPECIAL REPORT

- 14 Tech Watch
- 16 Tech Roundtable
- 24 Social media
- 28 Ataway Exchange
- 32 Digital marketing

HOTEL OPERATIONS

34 Hotel shuttle service

DESIGN

36 Digital signage

HOT PRODUCTS

38 Electronic door locks

COLUMNS

- 4 Up Front | Amy Vaxman
- 10 Hospitality Doctor | Evan Matzen
- 10 On Finance | Jeff Wilder
- 12 Travel Trends | Peter Yesawich
- 44 Ad/Editorial Index
- 44 Marketplace
- 46 Classifieds
- 50 Sightings



∍ online

The Forgetting Curve | Holly Zoba

Hermann Ebbinghaus' research and what it means for training hotel staff. Search "Zoba" 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









HOTEL MANAGEMENT (ISSN 2158-2122) is published monthly, except semi-monthly in April, June and October (15 issues yearly), by Questex 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 the United States & Possessio \$85.00 for 1 year, \$100.00 for 2 years in Canada and Mexico, all other countries \$145.00 for 1 year, \$245.00 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 \$10.00 in the U.S.; \$12.00 in Mexico and Canada; \$24.00 for all other countries. International subscriptions will be subjected to \$82.50 per annual order for air-expedited service. Include \$7.15 per order plus \$2.20 per additional copy for U.S. postage and thandling. Periodical postage plant 14 New York, NY 101999 and additional mailing offices. POSTMASTER. Please send address changes to Hotel Management, P0 Box 1267 Stockie, IL 60076-8267. Canadian G.S.T. number: 840 033 278 R10001; Publications Mail Agreement Number 40017597. Printed in the U.S.A. Copyright 2013 Questex Media Group LLC. All rights reserved.