







→ news

IN THE HEADLINES

- 6 A new hospitality program for veterans; Red Roof exports brand to Brazil
- 8 Red Lion Hotels' Greg Mount; Independent loyalty program offers instant gratification

■ departments

DEVELOPMENT

10 U.S. hotel companies set their sights on Cuba; Spotlight on Miami

TRENDS & STATS

16 Top MSAs lead industry to record occupancy levels

ONE-ON-ONE

20 IHG's Richard Solomons

SPECIAL REPORT

- 24 Global perspective leaves room for industry optimism
- 42 Top hotel brands

TECHNOLOGY

54 Energy management

OPERATIONS

58 Laundry sustainability

DESIGN

60 Softgoods

HOT PRODUCTS

62 Outdoor furniture

COLUMNS

- 4 Up Front | David Eisen
- 12 Sales Clinic | Howard Feiertag
- 12 Labor Look | Dana Kravetz
- 14 Tech Watch | Frank Wolfe 65 Ad/Editorial Index
- 65 Marketplace
- 66 Classifieds
- 74 Seen & Heard



→ online

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!

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 2156-2122) is published monthly, except semi-monthly in April, June, October and December (16 issues yearly), by Questex LLC, 757 Third Ave, 5th Floor, New York, NY 10017. Subscription rates: \$59.00 for 1 year, \$104.00 for 2 years in the United States & Possessions; \$92.00 for 1 year, \$138.00 for 2 years in Canada and Mexico, all other countries. Beach issues, If available are \$100.00 in the U.S. \$12.00 in Mexico and Canada; \$24.00 for a lender countries under countries. Beach issues, If available are \$100.00 in the U.S. \$12.00 in Mexico and Canada; \$24.00 for all other countries, under countries. Inheritations ubscriptions will be subjected to \$82.50 per annual order for air-expected escription. Include \$5.17 for per order plus \$2.20 per additional contries. Inheritations ubscriptions will be subjected to \$82.50 per annual order for air-expected escription. Include \$5.17 for per order plus \$2.20 per additional contries. Plus per additional contries. Plus postage and handling, Periodicals, postage plad at New York, NY 10199 and additional mailing difficus. POSTMASTER. Please send address changes to Hotel Management, PO Box 1267, Stoke, IL, Biologica, Scalada and Scalada and Mexico, \$12.00 for air sc