# INSIDE THIS ISSUE

# NEWS

- 10 | Building a family and caring for loved ones is getting easier as new leave policies debut
- 12 Natural disasters are unpredictable and unavoidable, and your hotel better be ready
- 16 Your hotel website is now the first point of contact between you and your guest, so it better make a statement

# OWN

- 20 | Wyndham's next mission is the "democratization" of travel, one step at a time
- 22 | Industry insiders weigh in on Indianapolis' development prospects

# **COLUMNS**

- 6 Up Front | David Eisen
- 26 Trends & Stats | Robert Mandelbaum
- 28 Legally Speaking | Karen Morris
- 30 On Finance | William A. Avoli
- 32 Sales Clinic | Howard Feiertag 32 Cornell Insights | Glenn
- Withiam 64 Ad/Editorial Index
- 64 Marketplace
- 65 Classifieds

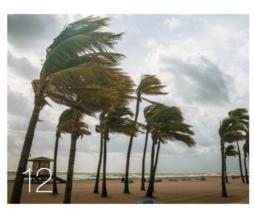


















# INSIDE THIS ISSUE











# **DEPARTMENTS**

#### ONE-ON-ONE

### 34 | Daniel Hostettler

The OHM Collection president and managing director explains why old is the new new

#### SM LOOK

#### 36 | James "JP" Roberts

The GM of the Hotel Vandivort in Springfield, Mo., talks a life of hospitality and a Midwestern return

#### SPECIAL REPORT

#### 38 GMs to Watch

These GMs are some of the heroes found across the hospitality industry

### TECHNOLOGY

### 54 PMS

Operators want to have full control of their property at all times, and vendors are stepping up

#### **OPERATIONS**

#### 56 | Scents and Sounds

Sensory design in hospitality is big and getting bigger, and hotels are only limited by their creativity

#### **FOOD & BEVERAGE**

### 57 | Banquets and Catering

The F&B revolution is doing wonders for banquet services, which will never be the same

## DESIGN

## 58 | Office and Task Furniture

This is the generation of working alone together, leading to an evolution of public spaces

## PROCURE

## 60 Uniforms

The designers behind high fashion are stepping into the realm of hospitality

## HOT OPENING

### 62 | Four Points by Sheraton Havana

Starwood makes history as it brings its Four Points brand into Cuba

