# **DEPARTMENTS**

### ONE-ON-ONE

#### 36 | Jared Galbut

The co-founder of Menin Hospitality knows Miami

# 38 | Dianne Floryan Markis

After becoming a GM at just 21 years old, Markis reflects on what she has learned along the way

#### SPECIAL REPORTS

#### 14 | Wellness

Hotels are cashing in on the wellness trend

## 16 | Bedding trends

Guestroom designers set sights on cleanliness

# A breakdown of the business' best brokers

### 48 All In The Family

Three industry leaders on loyalty and vision

#### HR FRONT LINE

#### 46 | Michelle Yianolatos

Company culture is a growing part of finding talent

#### TECHNOLOGY

#### 54 | Guestroom TVs

OTT content officially usurps traditional TV

#### **OPERATIONS**

#### 56 HVAC/PTAC Maintenance

Proper upkeep starts with scheduling

## DESIGN

# 60 | Bathroom Design

Furniture and flooring make bathrooms shine

# SALES & MARKETING 64 App Development

Hotels dig into what makes apps succeed

# PROCURE

# 66 | Fitness Equipment

Pieces to satisfy fitness-minded guests

# HOT OPENING

# 68 | Sagamore Pendry Baltimore

New opening joins Baltimore's rebirth









of the curve

OWN

off in Los Angeles

8 | Expedia's CEO talks OTA

lifetime of achievement

as industry growth slows

are in the driver's seat at Airbnb

13 | U.S. hotels push for greater energy efficiency

18 | Hotel development is taking

19 | IHG establishes major

foothold in downtown L.A.

20 | Strong growth pushes

**COLUMNS** 

4 Up Front | David Eisen 22 Tech Watch | Frank Wolfe

26 Legal Edge | Jack Garson 30 Industry Insight | Patrick Bosworth

34 Trends & Stats | Robert

Mandelbaum 70 Ad/Editorial Index 70 Marketplace

71 Classifieds

82 Seen

secondary, tertiary markets ahead