

INSIDE THIS ISSUE

NEWS

- 8 |** Hyatt invests in the lifestyle segment with Two Roads acquisition
- 10 |** Talks of ongoing consolidation dominate at this year's Lodging Conference
- 12 |** Labor, trade and hotel supply top hoteliers' list of concerns
- 14 |** Best Western launches two "sibling brands" courting upscale and upper-midscale conversions
- 16 |** Best Western's leadership reflects on technology, consolidation and differentiation
- 18 |** Hotel asset managers fret over labor amid low unemployment
- 20 |** Hoteliers practice compassion in the wake of hurricanes Florence and Michael



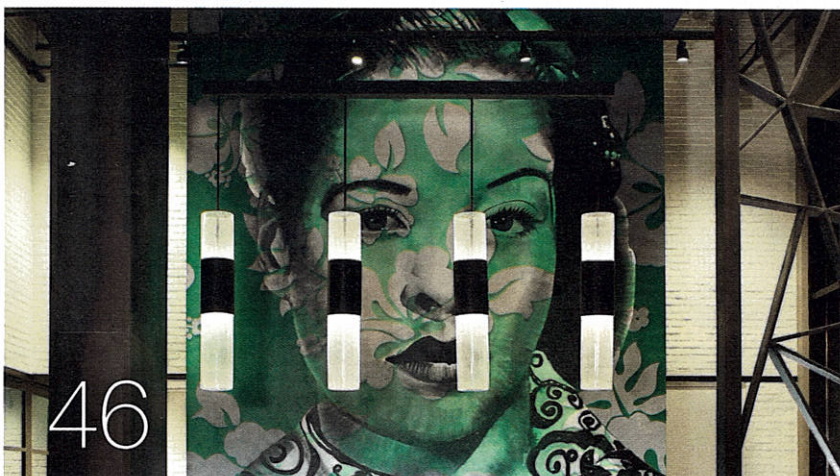
8



28

COLUMNS

- 4 Up Front | Stefani C. O'Connor
- 22 Trends & Stats | Robert Mandelbaum
- 24 Legally Speaking | Karen Morris
- 53 Ad Index
- 53 Marketplace
- 53 Classifieds



46

DEPARTMENTS

ONE-ON-ONE

26 | Craig A. Mason

CHMWarnick's new EVP shares why he's still eager for new possibilities

GM LOOK

28 | Jon Gray

One of the youngest GMs in Las Vegas talks hard work, taking chances and the power of saying yes

SPECIAL REPORT

30 | GMs to Watch

We highlight 37 noteworthy GMs and take a look at what makes them so successful

TECHNOLOGY

42 | PMS

Hotel technology continues its march to the cloud, increasing utility for those willing to make the jump

OPERATIONS

44 | Housekeeping

Employee safety devices are slowly being rolled out across the industry, but how will they work?

DESIGN

46 | Art Services

The true quality of art is subjective, but that doesn't mean it can't be curated for a top-tier aesthetic

IN THE MARKETPLACE

50 | Knowcross

After opening a new U.S. office, this hotel-management software company has big goals

