

HOTELLER

THE MAGAZINE FOR HOTEL EXECUTIVES DECEMBER 2019 \$4

THE 2019
Pinnacle Awards
ISSUE



TOP HONOURS

Hilton continues to gain ground in the Canadian market

CANADIAN PUBLICATION MAIL PRODUCT SALE AGREEMENT #41003

hotellermagazine.com

CONTENTS

VOLUME 31, NO. 8 | DECEMBER 2019



FEATURES

- 10 COMPANY OF THE YEAR: HILTON CANADA**
The hotel giant continues to gain ground in the competitive landscape
- 16 REGIONAL COMPANY OF THE YEAR: PALM HOLDINGS**
The founder of Palm Holdings built his company from the ground up
- 20 HOTELIER OF THE YEAR: EDWIN FRIZZELL**
The GM is leading the Fairmont Royal York into a new era
- 26 SUPPLIER OF THE YEAR: RENARD INTERNATIONAL**
Building trust is key to this company's success
- 31 THE SPACE RACE**
Event and banquet customers have become more discerning
- 37 SELECT SUCCESS**
The select-service segment remains a top choice
- 40 OUT WITH THE OLD**
Hoteliers are revisiting front-desk design
- 43 SEE YOURSELF IN**
Keyless entry is updating the hotel guest experience

DEPARTMENTS

- 2** EDITOR'S PAGE
- 5** CHECKING IN
- 44** HOTELIER
Piero Magrino, Palazzo Naiadi, Rome, Italy



ON THE COVER

→ (l-r) The Hilton Canada team including Jeff Cury, senior director Development; Vito Curalli, executive director, International Sales & Industry Relations; Andy Loges, area general manager Canada East; Jennifer White, director, Destination Marketing

COVER PHOTOGRAPHY BY DANIEL ALEXANDER