

HOTEL MANAGEME

Wyndham Grand Bonnet Creek Resort Orlando, FL

1

M

H

MAGAZINE DISCOVERT

- Buying power of over 8,000 hotels across 20 global brands
- ▲ Proven growth with over 1,100 hotels in the pipeline
- ▲ 55 million Wyndham Rewards members and counting

WYNDHAM

HOTEL GROUP

FOR MORE INFORMATION VISIT WHGDEVELOPMENT.COM

OR CALL 800-889-9710

BEST TRAVEL REWARDS USNews

դրես[[լիենեռելըից]||Ալիելիիիիիիի թենակիիի

CURSON CH BOS42-1238

III.

T.

\$1100540P88\2+ ETEN**CUB-RI F01**C-021

INSIDE THIS ISSUE

NEWS

- **10** For hotel franchisees, brand benefits often outweigh the costs
- 11 AAHOA celebrates its legislative impact and more at its annual conference
- **12** | Wyndham Hotel Group rejiggers its brand names, touts international growth
- **14** Labor trafficking is not only a threat to workers, it's a liability concern for hotels
- **16** | Choice Hotels International's new look and growth mindset on display at annual convention

OWN

- 18 | Hilton's Homewood Suites turns up the heat on Latin American expansion
- 22 | Hotels in college towns prosper even during recession

COLUMNS

- Up Front | David Eisen
- 26 Trends & Stats | Abhishek Jain
- 28 Legally Speaking | Karen Morris
- 56 Ad/Editorial Index
- 56 Marketplace
- 60 Classifieds
- 66 Seen

ON THE COVER

Renaissance Los Angeles Airport







DEPARTMENTS

ONE-ON-ONE

30 | Caesars Entertainment's Marco Roca

Marco Roca has been many things, but his current role at Caesars Entertainment may be his favorite

SPECIAL REPORTS

32 | Midscale Development Roundtable

Midscale hotel developers and industry advocates discuss the shifting economic, political landscape

36 | 2018 Franchise Fees Guide

Expenses are always a focus for franchisees. See how the brands stack up on the fee front.

IN THE MARKETPLACE

48 | JCPenny's Earl Madison III

The iconic department store chain looks back one year after entering the lodging industry

TECHNOLOGY 50 I PTACs

Environmental experts clear the air on new innovations cooling down the PTAC space

OPERATIONS

52 | Transportation

Hotel shuttles serve as an opportunity to impress guests off-property

DESIGN

54 | Lobbies

First impressions matter, which is why designers are putting heavy concentration on hotel lobbies

HOTEL MANAGEMENT (ISSN 2158-2122) is published monthly (except two issues in June - 13 issues yearly), by Questex LLC, 757 Third Ave. 5th Floor, New York, NY 10017 Subscription rates: \$68 for 1 year, \$107 for 2 years in the United States & Possessions; \$91 for 1 year, \$130 for 2 years in Canada and Mexico; all other countries \$146 for 1 year, \$207 for 2 years. Single copies (prepaid only): \$5.50 in the United States; \$6.50 in Canada and Mexico; \$12.50 all other countries. Back issues, if available are \$10 in the U.S. \$12 in Mexico and Canada; \$24 for all other countries. International subscriptions will be subjected to \$82.50 per annual order for air-expedited service, include \$7.15 per order plus \$2.20 per additional mailing offices. POSTMASTER: Please send address changes to Hotel Management, P.O. Box 1267, Skokle, IL 60076-8267 Canadian G.S.T. number. 840 033 278 RT001, Publications Mailing Agreement Number 40017597. Printed in the U.S.A. Copyright 2018 Questex LLC. All rights reserved.



Copyright 2018 Questex LLC. All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical including photocopy, recording or information storage and retrieval system, without permission in writing from the publisher. Authorization to photocopy items for internal or personal use of specific clients, is granted by Questex LLC for libraries and other users registered with the Copyright Clearance Center, 222 Rosewood Dr. Dahyers, MA 01923; phone: (978) 750-8400; fax (978) 750-4470; call for copyring beyond that permitted by Sections 107 or 108 of the U.S. Copyright Law. For those not registered with the CCD, phone permission request to Wright's Media (877) 652-5295. Hotel Management does not verify any claims or other information appearing in any of the advertisements contained in the publication, and cannot take any responsibility for any losses or other damages incurred by readers in reliance on such contant. Hotel Management violomes unsolicited articles, manuscripts; photographs, illustrations and other materials but cannot be held responsible for their safekeeping or return. Questex LLC provides certain customer contact gata issets as customers' names, addresses, phone numbers and e-mail addresses) to third parties who wish to promote relevant products, services and other opportunities which may be stituted to third parties for marketing purposes. simily call toil-free (866) 344-1315 between the hours of 8-34 a.m. and 5.00 p.m. Cf and a customer service representative will assist you in removing your name from Questex LLC's lists. Outside the U.S., please phone (847) 513-6024



EDITORIAL

WHAT'S YOUR IDEAL SUMMER VACATION?

Editor-In-Chief-David Fisen isen@questex.com (212) 895-8436 18 holes of golf. then 18 more.

Managing Editor—Elame Yetzer Simon esimon@questex.com (212) 895-8431

One where I don't have to cook and clean!

Associate Editor — Jena Tesse Fox • ... jfox@questex.com | (212) 895-8287 Arizona, Great value in summerwho else enjoys 129 degrees?

Associate Editor -- C. Effect Mes emest@questex.com (212) 895-8288

Art Director-Amy B. Wite awitek@questex.com (440) 540-4935



Group Publisher Amy 8. Vaxman, avaxman@questex.com (609) 257-3412 | Fax: (609) 257-0960

Dir. Bus. Dev., West, Midwest, NJ Cynthia Zucker, czucker@questor.com (732) 845-0011 | Fax: (732) 358-0390

A "staycation" because we enjoy just being on Asbury Park beaches

Dir. Bus. Dev., East Coast Jai Wahace, Jwallane@questex.com (212) 895-8409 | Fax: (212) 895-8219

Dir. Bus. Dev. Mary Malloy, mmalloy@que (216) 402-9467

Audience Development Manager-Deborah Gullian | dgullian@questex.com

PRODUCTION

Production Director — Har Garstein garstein@questex.com (212) 895-8439

Production Specialist—See Gigliotti sgigliotti @questex.com (212) 895-8239

MARKETING/MAGAZINE SERVICES

Marketing Director—Alexandra Aldridge authridge@questex.com | (212) 895-8284

Digital Marketing Coordinator—Ashley Yaghoobia ayaghoobian@questex.com (212) 895-8408

List Rental - MeritDirect LLC - Anthony Carcature and International Conference (914) 368-1083

Permissions/Reprints—Wright's Media (877) 652-5295

Subscriptions, Customer Service, Back Issues, Single Current Copie hotelmanagement@onieda.com | Toll Free: (866) 344-1315 | Intl: (847) 513-6024

EXECUTIVES

President & Chief Executive Officer—Kerry C. Gumas

Chief Financial Officer—Debra S. Mason

Chief Revenue Officer, Questex Digital—Beth Bronde

Executive Vice President and Chief Digital Officer—Steve Kurtz Senior Vice President Sales and Business Development-- Jack Fordi Senior Vice President Digital Content and Product —Anthony DeBarros

EDITORIAL ADVISORY BOARD

Jim Butler, Partner, Jeffer Mangels Butler & Mitchel

Mike Cabill, CFO & Founder, HREC

h Cutshall, SVP of Acquisitions & Business Development, HVMG

JP Ford, Principal, Lodging Econometrics

Naveen Kakarla, President & CEO, HHM

Bill Linehan, EVP & CMC, Red Lion Hotels Corp. Ravi Patet, President, Hawkeye Hotels Raj Trivedi, EVP & CDO. La Quinta







The chasm between brands and owners is wide—or is it?

BY DAVID EISEN

@DAVIDEISEN3

recently asked two Wall Street analysts this question: Is there a correlation between the stock performance of hotel C-corps and revenues/returns for hotel owners (real estate investment trusts and franchisees)?

My initial thought was, yes, there is a linkage. If a company like Marriott International or Hilton is hitting it out of the park, the owners of hotels that are either managed by those companies or carry their brands must be reaping the rewards, too.

My assessment may be wrong—or it may be right.

Michael Bellisario, a senior research analyst with Robert W. Baird, claimed I was incorrect. It is his job to cover hotel C-corps, hotel REITs and the like from The Street perspective. He explained to me why my analysis is faulty.

The brands' business models continue to evolve and they are much more top-line focused in terms of fee income earned; the REITs are valued on bottom-line performance," he offered.

Since hotel companies began to decouple from owning real estate, their asset-light approach became a fee-heavy business, generating revenue from percentages paid by hotel owners to use their flags, their marketing, their distribution and their loyalty programs. "This is accomplished by growing their system size and having more dots on the map, the so-called network effect," Bellisario said.

Brands show their worth by driving revenue per available room; owners derive wealth from growing EBITDA and net operating income.

Some are succeeding better than others, but most companies whose fortunes rise and fall in owning, operating or branding hotels have shined in the past year. Publicly traded hotel companies have had a sensational calendar year on Wall Street. Marriott's stock over the past year has risen more than 36 percent; Hilton is up 33 percent over that same period; and IHG is up more than 20 percent. (Expedia, a business dependent on hotel inventory to sell, is actually down 27 percent over the past year.)

Now consider Host Hotels & Resorts, the nation's largest REIT. Its stock price is up close to 23 percent over the past year. Likewise, fellow REITs Pebblebrook Hotel Trust and LaSalle Hotel Properties are up 28 percent and 18 percent,



respectively.

Brands and hotel owners operate different business models but use each other to their own gain. In that way, their businesses complement one another. REITs are up; hotel C-corps are updoes it all mean?

While Bellisario does not see a distinct correlation between Wall Street stock pricing and hotel revenue, Patrick Scholes of SunTrust Robinson Humphrey does; well, kinda.

There is a correlation, but it is not one to one," he explained. "The stocks typically are leading indicators of hotel revenues.

For example, the 12 months ending June 30, 2008, were the most profitable 12 months ever for hotels. But during that time period, the stocks took a nosedive. And that nosedive was in anticipation of 2009 being a horrible year for hotel owners/ REITs, perhaps the worst one in our lifetimes, which it was.

'Now, contrast the 2009 hotel-level performance versus the stocks in 2009. 2009 was an amazing year for lodging stocks and this was in anticipation of a recovery beginning in 2010."

Wall Street is cold-hearted: it doesn't care what you've done lately; it cares about what you will do. That much is evident in Scholes' analysis. The hotel industry may be humming along revenue-wise, but stock prices could tumble solely based on what's lurking around the bend.

Hotel owners and brands are inextricably linked, but their fortunes may not be. I've often written about an antithetical relationship between the two-what's good for one is bad for the other. Consider supply: Brand companies, in order to grow their stock price, need to show net-unit addition; meanwhile, owners abhor new supply cutting into their margins. It's symbiosis gone wrong.

A REIT's stock price is an aggregate of its entire portfolio. But each hotel it owns produces different profitand-loss statements. A hotel C-corp's stock price takes into consideration net-unit growth and fee streams. But each hotel that flies one of its flags produces different P&Ls. There is no arguing that hotel owners and public hotel companies operate different business models and profit differently, but the success or failure of one ostensibly should impact the success or failure of another. This is not always the case.

Should the fortunes of owners and the brand companies be better aligned? That's a correlation many would welcome. HM

CONNECT WITH US! At Hotel Management, we are doing more and more each day to interact and engage with you -our loyal readers. Join us on the following social-media platforms and join the discussion.









EDITORIAL MISSION STATEMENT

HOTEL MANAGEMENT SUPPLIES THE CREDIBLE NEWS ANALYSIS AND OPERATING RESOURCES THE LODGING INDUSTRY NEEDS TO PROSPER AMID CONSTANT CHANGE, COMPREHENSIVE REPORTING AND RESEARCH OFFER TOP-OF-MIND AND QUICK-HITTING INSIGHTS WHILE INTRODUCING THE PEOPLE DRIVING THE FUTURE OF THE HOTEL COMMUNITY. STRATEGIES ABOUT MARKETING, FINANCE, TECHNOLOGY, DESIGN AND PRODUCT PURCHASING GO BEYOND THE BRICKS AND MORTAR TO BRING READERS CLOSER TO THE FUNDAMENTALS OF OPERATING IN THE LODGING BUSINESS.