INSIDE THIS ISSUE



6 Choice buys WoodSpring Suites in extended-stay push

8 RLH Corporation's Country Hearth brings franchising online

10 Transactions outlook: Smooth sailing in 2018

12 Tip for dealing with natural disasters

14 The Caribbean leans on midscale following hurricanes

OWN

16 Red Roof's Red Collection goes after a new customer set

18 L.A. airport welcomes Homewood Suites, Curio combo

20 Margaritaville's flagship moves beyond development challenges

COLUMNS

- 4 Up Front | David Eisen
- 26 Legally Speaking | Karen Morris
- 28 Training Trends | Danielle Dally
- 30 JLL Insights | Andrea Grigg
- 71 Ad/Editorial Index
- 71 Marketplace
- 72 Seen
- 73 Classifieds

ON THE COVER

Stonehill Taylor turned a bank into the Aloft Philadelphia Downtown.







P.O. Box 1267, Skokie, IL 60076-8267. Canadian G.S.T. number: 840 033 278 RT001, Publications Mailing Agreement Number 40017597.

WATG's new leader discusses integrated design

GM LOOK

34 Kyle Southerlin The Ace Hotel Pittsburgh GM on breaking rules

SPECIAL REPORTS

36 Women in Hospitality Roundtable The women of hospitality speak up-and are heard

42 Top Hotel Brokers

TECHNOLOGY

48 Door Locks What's next for electronic locks

OPERATIONS 52 Guestroom Entertainment

Hotels aren't done imitating the home experience

DESIGN

56 Casegoods Midscale hotels have a new game plan

YOUNG PROFESSIONALS 60 Thirty Under 30 Now is the time for New Year's resolutions

PROCURE

62 Mattresses 64 Bedding

IN THE MARKETPLACE 66 Mumford Company's Steve Kirby 40 years in, Mumford stays the course

68 Hot Opening Aloft Philadelphia Downtown has its own identity

New Feature 70 | Faces in the Crowd Chicago's premier concierge shares his secrets



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, or the 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., Danvers, MA 01923; phone: (978) 750-8400; fax (978) 750-4470; call for copying beyond that permitted by Sections 107 or 108 of the U.S. Copyright Law. For those not registered with the CCC, 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 content. Hotel Management welcomes unsolicited articles, manuscripts, photographs, illustrations and other materials but cannot be held responsible for their safekeeping or return. Questex LLC provides certain customer contact data (such 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 of interest to you. If you do not want Questex LLC to make your contact information available to third parties for marketing purposes, simply call toll-free (866) 344-1315 between the hours of 8:30 a.m. and 5:00 p.m. CT 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.

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: \$84 for 1 year, \$132 for 2 years in the United States & Possessions; \$112 for 1 year, \$173 for 2 years in Canada and Mexico; all other countries \$180 for 1 year, \$255 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 copy for U.S. postage and handling. Periodicals postage paid at New York, NY 10199 and additional mailing offices. POSTMASTER: Please send address changes to Hotel Management,



