



News AmericInn gets aggressive

BY CHRIS CROWELL | ASSOCIATE EDITOR

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Web Exclusives

- Train your team to say "Yes!" to complaints

It is more important than ever to train your staff to not only welcome guest complaints, but also to actually encourage them.

BY DOUG KENNEDY | PRESIDENT, KENNEDY TRAINING NETWORK
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Online Extras!

- Watch out for stored product pests

Stored product pests are under-the-radar problems in food service. They enter the hotel via food shipments.

BY CHRIS CROWELL | ASSOCIATE EDITOR
www.HotelWorldNetwork.com/stored-product-pests



H&MM's exclusive Starwood extras

- Starwood deploys a select-service focus, rebranding Sheraton and growing portfolios for Aloft and Element
- Additional interactive quotes from various Starwood executives

www.HotelWorldNetwork.com/starwood0510

