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features

14 Slow & Steady
Ontario market eases up.

17 Trade Show Time!

19 Let Us Entertain You
Hotel entertainment is entering a new era.

22 A Lifetime of Hard Work
Norm Bevilacqua has dedicated 45 years to the hotel business.

25 Locked Up
It’s time for hoteliers to replace magnetic card readers with newer RFID or digital lock technology.

29 Options for Financing Hospitality Projects
Getting the dollars you need to grow your business means knowing who to talk to.

33 Paying It Forward
Hotels today must look to the future of the planet to secure their own future.

35 The Right Fit
Chairs and sofas provide more than a place to sit.

39 Nova Scotia Tourism Operators Gather to Chart Future Course

41 Clean, Cost-Saving and Convenient
How to make the most (and best) of on-premise laundry equipment.

on our cover

47 EASTERN BUYERS’ GUIDE 2020

departments

Business News ............. 8  Crossword ................. 74
New Products ............. 73
A New Decade Ahead

As we head into a new decade there is no shortage of predictions on how the hospitality industry will change. Expedia has issued its predictions for the decade ahead beginning with how shifting demographics will influence market dynamics. Younger travellers, says Expedia, crave unique experiences and adventure and this will continue with Generation Alpha, the children born to millennial parents.

In a decade, members of Gen A — which is expected to be the most formally educated and wealthiest generation — will be turning 20 years old. In college and/or working, they’ll be making their own travel decisions.

This group will expect a personalized fully digital, frictionless travel experience — exploring new destinations via their home virtual reality sets as they shop for their next trip, bringing loved ones along through augmented reality, advanced bots that instantly serve up one-click bookable travel itineraries that are personalized from where they’ll stay down to where they’ll eat.

This is echoed in a report from Travelport, a leading technology company serving the global travel industry. “Super apps” will become the norm as tech giants such as WeChat, Grab and Go-jek give their users a one-stop shop to communicate, shop online, book travel, bank, find a date, get food delivery, and pay for anything within a single, unified smartphone app. Travel brands that want to deliver holistic mobile customer experiences need to think about how they engage travellers within these super apps as well as in their own mobile channels.

According to leading data and analytics company GlobalData, personalization has gone beyond being important; it’s borderline essential. Guests don’t want to be just a number; they want a personal touch. Hotels must not lose sight of the fact that they are in the hospitality industry and personalizing somebody’s stay is a great way to demonstrate their commitment to hospitality.

GlobalData is also expecting the battle between shared accommodation, on-line booking agencies and traditional hotels to continue. The relationship between hotels and online travel agents (OTAs) such as Expedia is both symbiotic and problematic. On one hand, OTAs help fill bed spaces, but on the other they command high commission rates. This is no doubt behind Travelport’s prediction that the push for direct bookings will intensify as hotels invest more into their loyalty programs.

All of these trends, of course, are not new to the industry, but clearly, they will become more and more important as we move ahead.
Lord Nelson Hotel & Suites Deploys Maestro Cloud Property Management System Platform

Lord Nelson Hotel & Suites is an independently owned 262-room historic property with 12,500 square feet of meeting space in Halifax, Nova Scotia. In 2018 it completed a full renovation of the guest rooms, making space and common areas. The property benefited from a large increase in area tourism with new market segments and international guests. Those factors made it clear to management and Nelson’s legacy property management system (PMS) did not provide the functionality the hotel required and triggered its search for new hotel software.

Lord Nelson Hotel is a locally owned historic independent that wanted to keep its historic heritage but move property operations into the 21st Century. “We took time to make the right operations into the 21st Century. Lord Nelson general manager - revenue. “We wanted a cloud-based PMS that supported the specific hotel software modules on a single-image database was ideal for the platform. Maestro’s suite of fully-integrated modules we needed on one platform. We are excited that Chef Dunnill will be a testament to their efforts and accomplishments. Four Points by Sheraton announced the official opening of its new restaurant – Mosaic Kitchen, Bar and Lounge, which is inside the 419-room hotel, the new restaurant is a culinary expression of rustic, comforting dishes with Southern Ontario and global influence led by the property’s Director of Food and Beverage and Executive Chef Yogi Rana.

Hilton Toronto Airport Hotel & Suites Debuts New Restaurant – Mosaic Kitchen, Bar and Lounge

Hilton Toronto Airport Hotel & Suites has announced the official opening of its new restaurant – Mosaic Kitchen, Bar and Lounge, which is part of the hotel’s extensive renovation set to be finalized in early 2020. Located across from Pearson International Airport (YYZ) inside the 419-room hotel, the new restaurant is a culinary expression of rustic, comforting dishes with Southern Ontario and global influence led by the property’s Director of Food and Beverage and Executive Chef Yogi Rana.

Colliers International Hotels Announce Sale of the Hotel Le Clos Saint Louis

Colliers International Hotels has closed the sale of Hotel Le Clos Saint Louis in New Orleans, Louisiana. The hotel, originally constructed in the 19th century, is located in the Marigny Historic District and is a prime example of French neo-classical architecture.

Plastic waste has become a highly debated global issue. The small bottles of body care products, which still can be found in many hotel bathrooms, contribute significantly to this problem. Estimates show that each year, the hotel industry disposes over ten billion of these small bottles, many of which still contain product. ADA Cosmetics International is using the “Make the Shift” campaign to draw the attention of hoteliers towards environmentally friendly dispenser systems. The key communication mode of their landing page with background information and product news on the topic of dispenser system solutions, presented in a magazine-style. Further, the campaign will be used to directly address the hotel company’s clients and partners worldwide.

In the 90s, ADA Cosmetics already devised the first dispenser system, thus revolutionizing the hotel cosmetics industry. Today, the closed systems press+wash and Smart Care as well as the open pump systems are an integral part of the product range. The output system of the recyleable and reusable bottles is less product is used due to a need for less plastic waste, the glass bottles are made from recyclable, zero-emission synthetic material; and, not least, 50 per cent of the material is made from recycled PET and PET plastic waste from the world’s largest plastic waste industry.

The resulting savings are significant: one cartridge replaces 20 to 25 small bottles per month while reducing plastic and product waste by 70 to 85 per cent. Compared with small bottles, dispenser systems can reduce costs between 30 and 40 per cent.

RECOGNIZING THE LEGACY AND CELEBRATING THE FUTURE OF THE OHI

The sold-out inaugural event of the new Ontario Hospitality Institute (OHI) took place October 29th in the Fairmont Royal York Hotel’s Concert Hall with an audience made up of industry leaders from the accommodation and foodservice sectors along with educational leadership from several hospitality programs at colleges and universities. By all accounts the evening was spectacular.

The program was run by the ORHMA board and past-president of the Greater Toronto Region who guided attendees through the evening including humorously noting that the OHI had now moved away from its past tradition of 10s and very long evenings. The event included video addresses from both the Premier of Ontario Doug Ford, and Toronto Mayor John Tory, and including passionate introduction of OHI’s concept and past doing to enhance professionalism of the hospitality industry.

Four Points by Sheraton

Four Points by Sheraton opened its first hotel in a storied neighborhood. The hotel offers approachable design, stylish comfort and all the brand’s popular extras including a 24-hour fitness center, fast and free Wi-Fi throughout the hotel, and a complimentary breakfast for hotel guests. Whether traveling on business or pleasure, the hotel offers a casual, contemporary atmosphere and is dedicated to providing an exceptional stay for each and every guest.

The InterContinental Toronto Centre Appoints New Executive Chef, Tim Dunnill

The InterContinental Toronto Centre has welcomed Tim Dunnill as its new executive chef. Dunnill brings over 20 years of hospitality and culinary experience to the hotel where he oversees the operations of Azure Restaurant, Bar, the lobby kitchen and in-room dining.

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Primary Executive Chef Tim Dunnill

Originally constructed in the 19th century, this charming and award-winning boutique hotel benefits from its strategic location on a primary corridor within the walls of Old Quebec City, nearby the waterfront and main shopping district. The hotel offers the best shopping, dining and entertainment.

The transaction closed in December 2019 on behalf of Gestión Dacayno Inc. to a private investor.

The InterContinental Toronto Centre Appoints New Executive Chef, Tim Dunnill

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In addition to his impressive culinary expertise, Dunnill also brings a passion for wine. He achieved his intermediate level of both the Wine and Service Education Trust (WSET) and the Court of Master Sommeliers certifications and looks forward to applying his knowledge in an innovative way to enhance the overall food and beverage experience in the hotel.

Chef Dunnill aspires to create an unforgettable dining experience for guests of the InterContinental Toronto Centre by focusing on their feedback and adapting accordingly. He intends to leverage the relationships he has fostered with local suppliers to enhance the hotel’s offerings.

“We are excited that Chef Dunnill will be joining our team,” says Adam Cheskes, general manager of the InterContinental Toronto Centre. “His passion for creating exquisite food combined with his years of experience makes him the perfect fit to lead a professional culinary team that strives to provide the highest quality of service to our guests from around the world.”

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Chef Dunnill
**Ascend Hotel Collection Adds New Resort in Muskoka**

The Ascend Hotel Collection, a network of upscale resorts, has opened a new property in the picturesque Muskoka region. Nestled on the shores of Sparrow Lake, The Bayview Wildwood Resort is a new four-seasons resort catering to families, corporate retreats, conferences, meetings and special events such as weddings, reunions and receptions.

The Bayview Wildwood Resort is the 16th property in Choice Hotels Canada’s Ascend Hotel Collection. The resort offers families an “all-inclusive” style of stay, including meals and accommodations. Package options include the always popular “Girls Weekend,” as well as partnering with local operators for specialty weekend packages such as Golf and Fishing. Catering to business clientele as well, the resort provides a variety of Corporate Meeting Package options.

The resort offers varied accommodations, including suites, rooms and cottages with full kitchens. The finely appointed guest rooms include free Wi-Fi, microwaves and refrigerators and 42-inch flat screen TVs. Select rooms have private lake view balconies and separate living and sleeping areas.

“We are excited to add a second Ascend Hotel Collection resort in Muskoka. The Bayview Wildwood Resort is known for offering a quintessential Canadian experience,” says Rob Alldred, director of membership development, Ascend Hotel Collection at Choice Hotels Canada. “Through our relationship with our valued franchise partner, Sunray Group, we continue to broaden our Ascend Hotel Collection portfolio in Canada, offering even more options for our more than two million Canadian Choice Privileges members.”

Choice Hotels Canada and we have 10 hotels in its system,” says Alldred. “We are excited to add a second Ascend Hotel Collection resort in Muskoka. The Bayview Wildwood Resort is known for offering a quintessential Canadian experience,” says Rob Alldred, director of membership development, Ascend Hotel Collection at Choice Hotels Canada. “Through our relationship with our valued franchise partner, Sunray Group, we continue to broaden our Ascend Hotel Collection portfolio in Canada, offering even more options for our more than two million Canadian Choice Privileges members.”

The hotel is slated to open in the fourth quarter of 2020. InterContinental Hotels Group (IHG), one of the world’s leading hotel companies, is the parent company of the Holiday Inn Express brand. The hotel will be owned by 29304988 Ontario Inc. and managed by LHM Canada Inc., under a license agreement with InterContinental Hotels Group.

Minza Rahentulka, managing director at LHM Canada Inc., said, “We look forward to partnering with IHG and providing future guests with the unmatched comfort and hospitality that comes with staying at a Holiday Inn Express Suites Hotel.”

The seven-storey Holiday Inn Express Suites hotel will have the following features and amenities:

- All guest rooms will feature the Formula Blue design which provides a fresh, contemporary space with comfort and features that allow guests to be productive during their stay and have a great night’s sleep.
- The hotel will include a fitness centre, indoor pool, business centre, meeting space, on-site parking, market, and of course site amenities, catering to leisure and business travellers.
- The public space will be modern, upbeat, vibrant and welcoming. Each brand offers distinct amenities and services that tailor to all visitors.
- The new room design is intuitive and thoughtful, offering flexible yet comfortable spaces that enable technology. Upon arrival, guests can store bags on the “Luggage Drop” and plug personal devices into the “TechDrop” feature for seamless technology integration.

For Marriott International, “Each brand offers distinct amenities and services that tailor to all visitors.”

The Courtyard by Marriott Oshawa guest room offers hybrid zones for working, sleeping, relaxing and getting ready. The new room design is intuitive and thoughtful, offering flexible yet comfortable spaces that enable technology. Upon arrival, guests can store bags on the “Luggage Drop” and plug personal devices into the “TechDrop” feature for seamless technology integration.

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**Ontario market eases up**

C oming off the heels of a strong previ-ous year, Ontario’s hotel industry saw a slight decline in growth in 2019. “2018 was an exciting year,” says Tony Elenis, president and CEO, Ontario Restaurant Hotel & Motel Association (ORMHA). “It was a peak year in almost every jurisdic tion across the province. It’s tough to meet last year’s performance, especially in places like Toronto and Ottawa.”

That being said, Elenis says any new growth generated in 2019 will have been due more to an increase in rates than in occupancy.

Numbers from the Ontario Ministry of Heritage, Sport, Tourism and Culture Industries bear this out. Occupancy rates from 2018 to 2019 (January to September) saw a slight drop, decreasing from 71.4 per cent in 2018 to 70.0 per cent in 2019. Daily rates, however, rose from $116.49 in 2018 to $115.03 in 2019.

Michael Bobbitt, of MA Bobbitt Hospitality Consultants, also describes 2019 as relatively flat. “2018 was a better year, broadly speaking,” he says. “2019 was a bit of a pause but it hasn’t been a bad year.”

**MARKET imbalance**

“Business in central Ontario over the last three or four years has been great,” says Elenis. “I think we’ve now reached a bit of a plateau and that we will experience a bit of a decrease.”

Elenis adds that other market indicators lend weight to his theory. “Geopolitical concerns remain a risk,” he says, adding that U.S. elections have always affected the hotel industry in the 12 months prior.

Another factor that has some bearing on the market is the ratio between supply and demand. “For the first time in a long time, Ontario’s supply is becoming higher than its demand,” says Elenis. “We started to see this last year and it will continue on through next year as well. It doesn’t come as a surprise. Because of the growth that we’ve had recently, people are building new properties.”

Zubair Siddiqi, general manager, Ottawa Delta City Centre, echoes Elenis’ views. “For us, 2019 has been a good year,” he says. “But the city and market of Ottawa has gone through a market adjustment because of supply. There has been a 13 per cent to 14 per cent growth in supply over the last 24 months.”

Siddiqi says that the Ottawa market has seen a drop in occupancy of about 3% because of this additional supply.

Still, some properties were able to weather the increase in supply better than others.

“I think that if you had a good product with good management and good sales and marketing, then you were able to hold your own,” says Bobbitt, adding that it was a tougher market for those properties fed by conferences. “I think the GTA experienced a softer year in 2019 because the conference market was down. That takes a lot of rooms out of the marketplace.”

**MARKET FACTORS**

According to Elenis, there are several factors currently in play in the Ontario hotel industry. Among these are the Municipal Accommodation Tax (MAT) and short-term rentals.

“The MAT is a top priority for the industry right now,” explains Elenis. “In Ontario, there are about 30 municipalities that have either already adopted the MAT or will do so in the first three months of 2020.”

The MAT is a mandated tax that has been legislated by the provincial government. Properties can charge no more than four per cent, part of which goes to industry and part of which goes to government.

According to Elenis, Ottawa was one of the first municipalities to jump on the bandwagon because it already had a volunteer tax in place.

“We have had a four per cent MAT in place for a year now,” states Siddiqi. “Historically, it was three per cent. The MAT plays a significant part in promotion and marketing Ottawa as a destination. It is absolutely good news for the industry.”

The short-term rental market (think Airbnb and other platforms) is another influential factor in the Ontario hotel industry. A lot of the industry has its eye on Toronto, which has created a legislative framework to help deal with the issue.

The legislation makes it illegal to offer short-term rentals unless the primary owner lives at the location. Additionally, the property itself needs to be licensed, and the platform also requires a registration number.

“Right now, we are working with many municipalities on this issue,” says Elenis. "Siddiqi describes short-term rentals as "probably the most important issue for our particular industry.""

A recent study in Ottawa, he explains, showed that short-term rentals had far-reaching impact across more than just the hotel industry. The study was presented to City Hall and reception, to date, has been positive.

“We may be potentially a year away from having legislation around this,” says Siddiqi.

**MARKET MOVES**

Increased segmentation is another factor to play in Ontario’s hotel market.

According to Elenis, many properties (including boutique hotels and some major chains) are catering to millennials and other travellers by offering “streamlined” services. These properties operate with the additional costs of expansive front lobbies, full-service restaurants, swimming pools and the like.

“Millennials just want to grab and go,” he explains. “They aren’t interested in all of the additional amenities that have traditionally been on offer.”

**Market Ahead**

Although the outlook for 2020 isn’t necessarily rosy, it isn’t a necessarily a bad one either.

“The market will be a bit down in the next couple years,” concludes Elenis. “If we do any growth, it will come from an increase in rates rather than occupancy.”

Siddiqi echoes this sentiment. “I think our region has to be realistic,” he says. “2020 will still be a readjustment. I think that the balance between supply and demand will probably result in a drop in occupancy of about one or two points for our area.”

On the plus side, the number of visitors to Ontario continues to grow.

The Ontario Ministry of Heritage, Sport, Tourism and Culture Industries reports a four per cent increase in total inbound visitors (January to September 2019). The number of U.S. visitors grew by 1.3 per cent, while the number from overseas saw an 16.4 per cent increase.

Mexico saw the greatest growth at a 44.9 per cent increase, followed by the U.K. at 27.5 per cent, China at 19.3 per cent and France at 19 per cent.

Those countries that decreased in num ber of visitors included South Korea and Japan at declines of 26.2 per cent and 19.9 per cent respectively.
Trade Show Time!

Here’s a look at the upcoming hospitality shows/conferences:

**HOTEL ASSOCIATION OF CANADA NATIONAL CONFERENCE**  
**FEBRUARY 24-25, 2020**

The Hotel Association of Canada (HAC) is the leading voice of the Canadian Hotel and Lodging sector. For over 100 years, it has worked to enhance the prosperity of the industry through strong member engagement, effective advocacy, and the provision of value-added programs and services. The Hotel Association represents more than 8,253 hotels, motels and resorts that encompass the $20.8 billion Canadian hotel industry which employs 306,600 people across Canada. The HAC Conference (HAC), which started in 1992, provides an opportunity for those involved in the operations of lodging enterprises (mid- and senior-levels) and many industry suppliers, to gain timely insights into industry trends and current practices.

Please visit the conference website for more information at hacconference.ca

**CANADIAN HOTEL INVESTMENT CONFERENCE**  
**MAY 4-5, 2020**

First launched in 1997, CHIC has established itself as the definitive source for information, insight and opinion on today’s Canadian lodging market. For senior level executives from across North America this business conference delivers outstanding insight on where the industry is today, where it’s heading and the options it can deliver.

Hard-hitting sessions and powerful industry panels zero in on lodging development, investment and finance to reveal viable opportunities, future trends and up-to-the-minute cross-country performance. Critical insights from experts, shared information from industry insiders and important one-on-one networking all come together in a program that has become a “must-do” annual event for the Canadian hotel industry.

View the incredible 2020 conference lineup at hdexpo.com.

**HD EXPO**  
**MAY 5-7, 2020**

HD Expo + Conference is the place for professional networking, and a highlight event for hospitality design professionals each year. Additionally, it is the biggest and most exhaustive trade show in the hospitality industry.

The CEU-accredited conference sessions curated by Hospitality Design magazine offer a powerful learning perspective. In 2020, they are hosting nearly all of them on the show floor spread across multiple theatres and activation spaces, and adding time back to attendees already busy show schedule.

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*Register today.*

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Hotel Entertainment is Entering a New Era

Phillippe Landry, sales manager, CES Distribution

Let’s face it, these days, if you don’t offer guests the newest available technology in your hotel rooms, you’re missing out on a large percentage of the quickly evolving market.

One of the guest expectations likely to dominate the next several years will be casting which allows guests to stream wirelessly any content from the guest’s devices such as smartphones and tablets.

According to Philippe Landry, sales manager at CES Distribution, “Tech savvy guests will expect the casting able TV in the guest rooms in the 2020s just like they were expecting high speed Wi-Fi in the 2010s”.

It will be important for hotels to stay on top of the new hotel technology to keep these guests loyal for the future.

“We are coming with several new products for 2020. Most of the new TVs sold in 2020 are 4K, this allows for a much better picture than standard HD and Full HD TVs. Even if the cable source isn’t proving a 4K content, note that the TV has artificial intelligence that simulates 4K from a 1080p (FH D) or 720p (HD) format,” says Landry.

IP (Smart) TV s have been around for a while now, but they are now becoming the standard for hotels.

“IP (Smart) TV s have been around for a while now, but they are now becoming the standard for hotels. These solutions allow the guest to have access to additional services through the guest room TV such as Netflix, Casting, Bluetooth Music, and even direct contact with the front desk. These IPTVs are also Bluetooth and Wi-Fi ready, able to communicate with other automation devices and act as a Smart Hub to manage connected devices like energy saving thermostat, LED lights and automated curtains.”

Over 50 per cent of the new sales are now Smart (IP) TV s. Smart TV s were marginal only few years ago, but they are becoming a must especially for new builds and major renovation who are updating their cabling to be IP ready. Also, IP set top boxes can enable hoteliers to retrofit non-Smart TV s to be ready for new technology at a lower investment.

Of course, hoteliers may choose to stay away from the newest technological trends, branding themselves as a boutique hotel, or off-grid experience. But as Landry says: “In my opinion any hotel that decides to stay away from these technologies would need to brand the hotel in line with this decision, like an antique boutique hotel style that would offer minimal technology products. Otherwise, they will not reach the millennials and Z generations.”

Major brands such as Marriott, Hilton and IHG are already deploying the new systems to improve and enhance the customer experience.

Despite once being considered behind other industries...
CES Distribution notes that guests will be looking for casting-able TVs in the 2020s.

With guests accustomed to the instant conveniences and information with a push of a button or by voice command, implementing technology that mirrors such functionality results provided by their smart devices, many have opportunities to increase revenues during a guest's stay.

Properties are increasingly at risk of damaging their reputations and revenues by not paying attention to guest entertainment trends. As with the issue of finding satisfactory Wi-Fi connectivity, guests seeking a hotel that can cater to their in-room entertainment preferences will simply take their business to a competing property that can offer such functionality. With features such as casting now becoming more mainstream within consumer homes and at properties around the world, hoteliers simply cannot afford to fall behind their competitors by providing guests with a reason to book elsewhere.

A typical reason for not keeping pace with guest in-room entertainment needs is that hoteliers may feel that it is a significant upfront investment that conflicts with budget resources. However, such properties should consider the long-term revenue benefits of making such an investment, particularly when it comes to opening up possibilities to tie in marketing and sales efforts as is the case with BeyondTV.

Gary Patrick, CEO of Hotel Internet Services and BeyondTV says, “Unlike the vast majority of competing solutions, BeyondTV was developed in order to take every unique hospitality need into account. Aside from its ability to seamlessly integrate with a hotel's existing hardware and software infrastructure, including property's PMS and POS systems, BeyondTV ensures that its casting and user interface abilities are easy for guests to understand and navigate from the moment of first use and without the need for hotel staff assistance.”

With data privacy also a top concern among today’s guests, BeyondTV also prioritizes the need to safeguard guest information using its patented data privacy technology. Such features include the automatic deleting of any guest data and browsing history upon check-out. Guests also have the option of erasing their information at any time with the push of a remote-control button.

With regards to casting, both BeyondTV and BeyondTV GuestCast utilize device isolation capabilities to prevent unauthorized or unintentional casting to other rooms. BeyondTV further offers scalability and the ability for hoteliers to affordably implement features in stages. Those wishing to initially implement casting-only functionality can first opt to implement BeyondTV GuestCast and later add BeyondTV’s other features such as the ability to look up hotel information or request services. The same also applies to implementing BeyondTV’s voice-activated abilities later once the hotel or guest needs change.

Regardless of how hoteliers are keeping guests entertained on property, the first step to a frictionless experience is ensuring that they have a place for every guest to plug in, charge and play all mobile devices quickly and conveniently. Nissan Davydov, marketing manager, Hotel Technologies, says hoteliers can invest hundreds of thousands of dollars in smart property technologies that keep guests engaged, but if guests’ mobile devices are dead, so are their experiences.

“Here’s the challenge — different devices require charging cables that are unique to each smartphone or tablet. When devices are dead, the entertainment stops. Brands wanting to provide frictionless experiences need to invest in a universal charging solution for each guest room if they want to keep guests happy.”

Hotel Technologies has developed in-room electronics that are truly agnostic in their charging capability. One of their newest solutions, the Qi Wireless Home H4, provides a truly frictionless experience by enabling guests to charge multiple devices simultaneously. They can set a device on the surface of a bedside clock and benefit from Wireless Qi charging, or they can connect to two independent rapid charge 2.4-amp USB ports that charge a variety of electronics extremely fast. Plus, the unit’s Bluetooth Stereo speaker enables guests to easily stream music wirelessly from their Bluetooth-enabled devices.

“One thing that is not entertaining in the guest room is making guests crawl on the floor or pull furniture away from a wall to reveal an outlet to power up,” says Davydov.

“In addition to providing charging solutions that contain alarm clocks, Bluetooth stereo and even speakers, Hotel Technologies offers standalone charging units to accommodate multiple guests’ needs to charge multiple devices at the same time. The iHome H10 Dual Charging Power Plug with Dual USB Charging and Nightlight, and the iHome H20 Triple Charging Power Plug with 4-USB Charging Ports are tabletop charging devices that give guests the added power they need to plug in and enjoy a variety of entertainment mediums.”

The bottom line on in-room entertainment is that it becomes a key competitive advantage in attracting and retaining guests.

Wish there was a way to offer guests the Wi-Fi they’re looking for? Now there is.

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Home Technologies’ Qi Wireless Home H4: provides a frictionless experience and enables guests to charge multiple devices simultaneously.
Norm Bevilacqua has a passion for hospitality spanning over 45 years. Norm’s career in hospitality began in 1974 when he purchased the Best Western Crossroads Motor Inn in Thunder Bay, Ontario with a group of investors. Today, the hotel is known as the Best Western Thunder Bay Crossroads.

He quickly became passionate about hotel ownership and one year later, in 1975, he worked with a group of investors to open the Best Western Motor Inn in Dryden, Ontario. It was a remarkable project which broke ground in October 1974 and opened its doors in 1975. The hotel is located on a five-acre site on Highway 17 and features 60 rooms, a dining room, swimming pool, health club and a convention centre (accommodates 200 people). In 1979 the northern wing was added which increased the capacity to 89 rooms.

In 2002, Norm and his wife Lorraine became the sole owners of the Dryden property and continued to invest in making the property modern and fantastic facility. "For us we see the past 45 years of being in the hotel business as an amazing journey. It has been our life and we truly treasure the friendships we have made along the way. We are family working together, taking pride in caring for each other, our community and our guests. We are people who are family working together, taking pride in caring for each other, our community and our guests. We are people who care. A guest when you enter – a friend when you leave."

Looking to the future the Bevilacquas have every intention to continue delivering outstanding service to travellers in the region and giving back to their community and the Best Western Hotels & Resorts brand. Their commitment to their guests has earned the hotel the Triple Diamond Rating with CA/A/A and Certificate of Excellence from TripAdvisor for the past four years. The hotel received the Champion Green Award in 2019 from Best Western Hotels & Resorts. They are one of 56 hotels to receive this award out of the 2,100 properties in the U.S. and Canada.

As they continue their journey, they will continue to support the Best Western Hotels & Resorts’ vision to lead the industry in superior customer care. They believe that by providing the highest levels of service to their guests with integrity and honesty they will continue to see the brand grow and thrive.

"I have no plans to retire and I am focused on continuing my amazing journey as a Best Western Hotelier."

Today, the hotel is known as the Best Western Plus Dryden Hotel and Conference Centre.

As well as working as a hotelier, Norm was employed with a local telephone company where he retired as superintendent of line and cable. Lorraine worked as a teacher for 35 years.

"While balancing these careers with our roles as hoteliers, our passion for the hotel business grew immensely. Our experience in the hotel business began with Best Western Hotels & Resorts. It is this brand that sparked my passion for the hotel business and it's what keeps me motivated each and every day!"

His hard-working dedicated staff is like family that works together as a team daily.

"The hotel represents a lifetime of hard work for my wife and me. We are immeasurably proud of what the Best Western Plus Dryden Hotel and Conference Centre has become today, and we're excited to see what the future holds. Looking back at the journey we have been on I feel honoured to have experienced a number of remarkable milestones as a result of our dedication to Best Western and this hotel."

In 2015 they celebrated the hotel’s 40th anniversary. They hosted a gala dinner and welcomed friends, family and the local community to join in the celebration. The Dryden Chamber of Commerce President attended and offered the following words, "Any business that has tenure like this is an icon for the entire city. They continue to add to the community, renovate and make this a modern and fantastic facility."

Last year marked 45 years in the hotel business for the Bevilacquas and they couldn’t be prouder.

"For us we see the past 45 years of being in the hotel business as an amazing journey. It has been our life and we truly treasure the friendships we have made along the way. We are proud to be Best Western members. Throughout my career I have seen the property grow and flourish, and I have committed my own time to the brand that made it all possible — Best Western Hotels and Resorts. I have served as a Best Western Governor for over 20 years and was honoured to be awarded the All Star Governor’s Award in 2009."

In 2019 Norm received the Chairman Legacy Award and the Heroic Hospitality Stars Award from Best Western.

"Receiving these awards is a tremendous honour. This was all made possible by the hotel staff whose loyalty and dedication provide a high level of quality service to our guests. I am so proud to share this honour with them. We are family working together, taking pride in caring for each other, our community and our guests. We are people who care. A guest when you enter – a friend when you leave."

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"I have no plans to retire and I am focused on continuing my amazing journey as a Best Western Hotelier."

A Lifetime of Hard Work

Norm Bevilacqua has dedicated 45 years to the hotel business

Hotel Profile

by Nicole Sherwood

Norm and Lorraine Bevilacqua with their Heroic Hospitality Award

(Norm receiving the Legacy Award)

(Above) Norm receiving the Heroic Hospitality Award.

(Left) Norm and Lorraine with Mike Readman, general manager receiving the Heroic Hospitality Award.
Locked Up

It's time for hoteliers to replace magnetic card readers with newer RFID or digital lock technology.

Locked Up

It's a simple necessity; the ability for a guest to lock and unlock their room's door as desired. This is expected in the same way a room is expected to have hot and cold running water, a bed and clean linens. Without smoothly-running locks, a property will find themselves on the receiving end of endless complaints.

While magnetic strip technology was at its height a couple of decades ago, the readers degrade over time and the cards are frequently demagnetized. With new technology available, the industry is transitioning away from magnetic-swipe locks to RFID (tap card) and Bluetooth technology (known as BLE) models.

Ken Minogue, president of MTech Locks says by 2023 mag strip locks will no longer be supported with parts from manufacturers. "Hoteliers will be looking to upgrade to the RFID technology," Minogue says. "They should be looking at [upgrading] any time now. There's been some pretty long lengthy lead times getting locks installed."

The RFID keycard is the same, but works on a radio frequency instead of the magnetic strip, according to Richard Maxwell, business development manager with Titan Solutions Group. He says the majority of properties are mandated to move to the RFID technology as there are more and more complaints from guests using mag strip locks. Some properties, such as Hilton and Marriott brands are...
offering Bluetooth technology locks that allow a guest to access their room with a digital key via the hotel’s app on their phone. “At these larger properties you can bypass the [front desk] lines,” Maxwell explains. “Those apps can have ads on them or maps for the property.”

While he doesn’t feel that every property is a candidate for Bluetooth locks, he sees the benefits at hotels where frequent business travellers can avoid the lines caused by holiday travellers or skip stopping in at the front desk. Even if it’s not the right solution now, he thinks that those who are upgrading should keep Bluetooth capabilities in mind so that they can make the switch in the future without having to change locks yet again. “At least have that capability for the future,” he advises. “They don’t have to enable it or don’t have to have an app yet.” There are numerous locks that can be upgraded to Bluetooth post-installation, says Vincent Beaudet, vice-president, sales and managing partner with LOC International, but adds that having Bluetooth available but not activated could be more affordable in the long run. He estimates the difference in pricing to be about $35 to $50 per lock when purchasing an RFID-only lock versus a Bluetooth lock. It is a lot of money for a property with hundreds of rooms, but it’s certainly cheaper than upgrading all locks to BLE-capability a few years down the road. “They can go RFID and they could eventually decide to just upgrade to BLE which would only be the board inside the lock. That’s an upgrade that you can do without having to change the external box or the external hardware,” he explains. “If you decide to [do a full] upgrade down the road, you will buy the hardware and you have to go to every single door and manually change that lock and install that board.”

He adds that while there are options like fingerprinting or retina scanning available, they aren’t of interest in the hospitality industry at this point. Nicolas Aznar, president, Americas at ASSA ABLOY Global Solutions notes that security and thoughts of the future should be considered in any lock upgrade. “As the hospitality industry increasingly faces newer and more inventive threats to security, a hotel should also determine an upgrade’s ability to protect against the latest vulnerabilities,” he says. “This need further leads to another factor that hoteliers should consider, which is whether an upgrade is future-proof and able to adapt to the evolving requirements. For example, is a potential upgrade able to instantly receive updates or patches that can protect against newly discovered security risks? Can it also be updated and complete data confidentiality. Guests take control over their stay and have the convenience they need by way of their phone and the property’s downloadable app. Hoteliers can use this as an opportunity for another touch-point with guests while delivering control in the palm of guests’ hands.

Their Mobile Device is the Key

Hotel guests can skip the front desk by using their phone as their guest room key. It’s made possible without costly lock hardware replacements or complex integrations with Mobile Access from ASSA ABLOY Global Solutions and its seamless upgrades to pre-installed VingCard door locks. Mobile Access technology is based on the company’s Seos platform and features a range of safety benefits like strong authentication and complete data confidentiality. Guests control takeover over their stay and have the convenience they need by way of their phone and the property’s downloadable app. Hoteliers can use this as an opportunity for another touch-point with guests while delivering control in the palm of guests’ hands.

Returning to the Business

Established hoteliers and rental property owners are likely to be familiar with LOC International, which was a main supplier of keycards selling over 65 million keycards worldwide over the last seven years out of it, is now returning to the business they know so well and is guaranteeing the best pricing in the market. With a wide range of RFID keycards, LOC International’s top-quality cards are compatible with most door locks and those of all major hotel brands. KEYcard customization is available for branding, new offerings, events and more and all keycards are tested in-house to ensure customer satisfaction.

PRODUCT SHOWCASE

Locks Talk and Control Temperature

When Titan Solutions installs dormakaba locks together with Honeywell INNCOM thermostats the result is an integrated solution that does so much more than just secure a room and keep it warm. These RFID locks are able to have two-way communication to send alerts (low battery, door ajar) and allow the front desk to cancel keys or extend stays without ever visiting the room. The Bluetooth enabled locks are also enabled for digital keys. The INNCOM thermostats create a Mesh network, eliminating the need for a physical data network to allow two-way communication. The thermostats also detect occupancy and manage in-room comfort settings and can even control lighting.

With ASSA ABLOY Global Solutions, mobile access, your guests can skip the front desk and use their smartphone or watch as a secure guestroom key. Leveraging industry leading Seos technology from ASSA ABLOY, this advanced solution maximizes operational efficiency, guest loyalty and convenience, in guestrooms around the globe, tens of thousands of luxury, design, sports, and leisure hotels. Learn more about transforming your hotel with this technology from the first name in mobile access solutions.
When you’re looking to finance a renovation, conversion, or new build, the logical step is to seek support from a lender—but it may not be a conventional bank.

U.S.-based Access Point Financial (APF) is an example of a specialty lender that provides financing to qualified franchisees of major hotel brands and independent boutique hotels in the U.S. and Canada.

“A specific and important distinction between conventional banks and non-bank lenders is that conventional banks, for the most part, will prefer assets which are stabilizing or stabilized at generally lower loan-to-value percentages than non-bank lenders,” says Dilip Petigara, CEO of APF. “Non-bank lenders will look at construction loans or value-add renovation loans because they are less focused on historical financials and more so on market opportunity and prospective performance following the opening of a new hotel, hotel renovation, or conversion of an existing hotel.”

Petigara adds that conventional banks serve a very important role in hospitality finance as they typically provide longer-term fixed-rate money at more advantageous interest rates.

“Non-bank lending platforms tailor the debt solution best for the individual borrower,” he says. “These platforms do not need to conform to conventional bank regulations or traditional underwriting standards.”

Sometimes the biggest upgrade you can make to your property is to maximize your financial options and your bottom line with the right financial partner. As the recognized hospitality industry direct-lending specialists since 2011, Access Point Financial can help.

With specially designed programs for renovations, PIPs, brand conversions and FF&E financing, APF can thoughtfully structure a loan to meet your specific franchise or brand needs—then underwrite and often close in a matter of days. We know what it takes to keep hospitality moving, so make the move to APF today.

www.accesspointfinancial.com
The Name to Know in Hotel Finance

GETTING THE DOLLARS YOU NEED TO GROW YOUR BUSINESS MEANS KNOWING WHO TO TALK TO
When underwriting a hotel loan and providing terms for financing, it is first important to understand the property’s operating history: examining the previous 12 months, as well as the prior three to five years. Next, the prior three to five years. Last, we need to understand who the sponsors are, including the number of hotels they own, length of time in the industry, as well as their financial wherewithal,” says Petigara. “When working with a lender who specializes in hospitality finance, understanding where the hotel has been and where we think it can go is imperative to underwriting. We understand qualitative fundamentals and can typically help finance struggling hotels if we see a distinct plan for the future.”

LENDERS WITH HOSPITALITY EXPERTISE

Hospitality financing doesn’t mean you have to choose between a specialized financial services company and a conventional bank. Instead, it is a matter of talking to lenders who have expertise or knowledge in the hotel space — and that expertise may be available within a conventional bank.

CWB Franchise Financing has been lending in the Canadian hospitality and foodservice space for close to two decades. In 2016, it was purchased by Canadian Western Bank and now operates as a business unit within the bank.

“Oftentimes, there will be conventional banks with a unit such as us that specializes in that,” says Cam Woof, assistant vice-president, hotels and syndication, CWB Franchise Finance.

For CWB Franchise Finance, the focus is on the sponsor or ownership group behind the property — the depth and breadth of the ownership group and how many hotels they own or run.

“For us, it doesn’t ultimately matter whether [a property] is branded or not, although our primary focus is always on the sponsor, so who’s behind the hotel, who the owner is, the management and that piece. That’s most important for us,” says Woof. “It’s less so to do with the asset itself or even its location.’”

Generally, he adds, most lenders, especially if they don’t have a specialized space for hospitality, are more comfortable with the franchised, branded hotel model. The reason for that? Oversight.

“Hotels require some kind of oversight, so if you have a franchise that’s essentially doing that for you as a lender, as the main stakeholder or investor, typically 60, 70 per cent of it is financed by a bank or can be,” says Woof. “That franchise is overseeing the conditions of the hotel, whether they might have certain standards and whether it’s consistent with all the other hotels within their system, as opposed to an independent hotel where a bank might not have that oversight.”

In the case of independent properties, Woof says, “It’ll be a much closer relationship between the ownership group and the lender because that information and that confidence in how they run that hotel would have to be a lot more.”

The experience of the ownership group is important.

“A first-time hotelier in an independent space is obviously a lot riskier and not necessarily something our group would do,” says Woof. “Not to say that there aren’t lenders that would, but the risk profile would be significantly higher, so the interest rate would typically be higher, the amount of leverage available to them would be less, so they would expect a lot more equity into the project.”

Preparing a proposal depends on the situation: renovations and conversions of an existing hotel or a new build. If it’s an existing hotel, lenders will want accountant-prepared financial statements, including an income statement or profit and loss statement, as well as their capital expenditures over the last few years, and then also their plans for the future — for example plans for renovations or major maintenance projects.

“That information is important to a lender, then also, how their hotel stacks up to the market,” says Woof. “Typically, we’ll look at market research or market trends, or STR reports which are a competitive database of hotels in any specific market.”

The process for new builds is a little bit different, because there is no past financial information on the property. “Usually a lender’s going to want to see a feasibility study; then the budget, maybe some quotes for contractors and how much it is going to cost,” says Woof.

Again, the focus is on the sponsor or ownership group. Another consideration when you are looking at getting financing for a hotel property is the future. Woof says a hotelier’s first step should be looking forward.

“That’ll dictate the kind of products and financing strategy or road that they might go down,” he says. “A hotelier might plan on selling the hotel in a couple years or they might plan on holding it for 20 or renovate it or convert it or whatever, and all of those things will have an impact on the types of financing or the best types of financing that might work for them.”

Wherever you hope that road will take you, it pays to start off on the right foot by talking to lenders who understand your business.●

Dilip Petigara, CEO, Access Point Financial

Cam Woof, assistant vice-president, hotels and syndication, CWB Franchise Finance

photo courtesy shutterstock.com
Hotels today must look to the future of the planet to secure their own future

With so much attention being put on climate change these days, more and more guests are choosing hotels based on their ecological footprint, and what the hotels are giving back to the environment. A past survey of 1,300 U.S. travellers by TripAdvisor.com shows that nearly two-thirds of travellers, 62 per cent, often or always consider the environment when choosing hotels, transportation and meals. The survey also shows that 69 per cent say they plan to make even more eco-friendly choices going forward.

So, what can hoteliers do?

One way for hoteliers to manage their eco-print is by choosing an energy provider that focuses on delivering clean and sustainable energy solutions.

Efficiency Nova Scotia, Canada’s first energy efficiency utility is operated by EfficiencyOne, an independent, non-profit organization based in Dartmouth, Nova Scotia. Since 2010, they have helped more than 400,000 program participants save energy and money.

Efficiency Nova Scotia works with businesses of all sizes to see more than just savings on bills. Whether it’s better control over temperature, or lighting that makes for a more comfortable environment for staff and customers, Efficiency Nova Scotia can help businesses see big benefits.

Michael Archibald, business development manager at Efficiency Nova Scotia says hoteliers should aim high and approach energy efficiency from a whole-building perspective by getting a scoping study completed at the facility.

“Begin by getting a scoping study, this will help identify energy efficiency opportunities within your hotel. From there you can evaluate the list of opportunities and compare the financial cost savings and non-energy benefits of making those upgrades,” says Archibald.

Efficiency Nova Scotia helps businesses get started by covering up to 50 per cent of the cost of a Scoping Study, up to $1,000. They can also help by providing extensive rebates for energy efficient products such as Packaged Thermal Heat Pumps, Hotel Occupancy Controls, Building Optimization and much more.

For Archibald, the benefits that come from hoteliers reducing their environmental footprint extends beyond the dollar savings. “Ozone laundry for example has obvious energy and water savings, but shorter drying times also increase linen life and significantly reduce labour costs.” Upgrades to energy efficiency can increase guest comfort and satisfaction, improve hotel atmosphere and reduce maintenance issues, making the benefits of energy efficiency endless.

The energy cost savings may also contribute significant value on how the hotel will be appraised for financing or sale purposes. A hotel’s ADR (Average Daily Rate) can be significantly higher in hotel facilities that have made energy efficiency investments. Leisure, business, and event planner customers are looking for sustainable hotel rooms and meeting spaces that have made energy efficiency improvements.

“The paralysis of inaction is expensive! You have a list of potential retrofits, now do them all and do NOT wait or delay! There is a cost of waiting that often gets overlooked. I encourage decision makers to look beyond the popular financial metrics (Simple Payback Period (SPP), Return on Investment (ROI), & Internal Rate of Return (IRR)), and additionally evaluate energy efficiency investments with Present Value (PV), Net Present Value (NPV), Modified Internal Rate of Return (MIRR), & Savings-to-Investment Ratio (SIR). A great example is evaluating the life-cycle cost of waiting to replace equipment or replacing various equipment in phases over
future years which can cause the hotel to endure an incremental PV cost over simply installing the measures all today.”

Another way for hotels to showcase their efforts in green energy is by investing in the Green Key programs. Green Key Global provides hoteliers with comprehensive guidelines on how to unlock different areas of opportunity in energy savings, including waste, emissions, utility consumption, and operating costs. According to Gary Graham, manager of program operations at The Hotel Association of Canada, “There are approximately 1,500 hotels operating under the eco-ratings, and meetings programs.”

When a hotel has undergone the graduated Green Key Eco-Rating Program, they are listed with the Green Key Global hotel and meeting directory as well as industry partner websites, and online marketing materials, which only costs $450 annually to maintain.

As we move into the future, A-I driven technology is being integrated more and more into daily operations throughout all industries, including of course, the hotel industry. Companies like Energex are working to innovate new technologies to help keep your guests as comfortable as possible all the while maintaining the most eco-friendly energy management solutions. Energex’s suite of IoT (Internet of Things) and Artificial (AI) Intelligence-driven products are designed to keep hotel owners and hotel guests equally happy. Rami Belson, founder and CEO of Energex Inc. states, “Using Cloud technology, we are able to monitor, manage and control guest room comfort, energy usage, HVAC and lighting equipment status to ensure absolute comfort and performance. The technology also assists hotel staff in navigating room service without interfering with guest privacy by detecting real-time occupancy and avoiding annoying interruptions to guests. Our suite of products also features dramatic design and simple, intuitive navigation to meet the needs of the new traveller: Tech savvy, connected and design minded.”

As well as being fully compliant with California’s Title 24 (the most rigorous hotel environmental standards today), Energex Inc. has also partnered with several North American utilities to help identify and implement energy saving technologies for the hospitality, student housing, MURB and health care industries. When it comes to guest comfort Energex doesn’t hold back, Belson adds “Our IoT technology and AI protocol are by far the most advanced in the industry. We are gathering minute by minute data from thousands of connected hotels rooms continuously analyzing and feeding these data points into our AI Tables and machine learning protocols in order to build the most advanced platform around perceived and actual somatic (the science of how and when do we feel ‘comfortable’). These factors are all breakthrough in an industry that was accustomed to doing things the ‘old’ way.”

Hoteliers indeed will need to learn a new way of doing things when it comes to their environmental stewardship. Having a dedicated team of staff members that focus on ways to save energy and reduce waste is critical.

●

Gary Graham, manager of program operations at the Hotel Association of Canada.

**The Right Fit**

**Chairs and sofas provide more than a place to sit**

Goldilocks was always looking for something that was just right and that included the right chair. The right chair or sofa can make all the difference to guests’ comfort and to the appearance of the hotel.

This article looks at the latest chairs and sofas that may be just the right fit.
GENEROUS AND ROBUST
The Model 625 Lounge Arm Chair from Accuro Furniture is designed for high traffic hospitality facilities requiring a robust product that can be easily maintained.

It features a welded 1 ½” x 1” tubular steel frame with a full perimeter seat support system. This allows the operator to remove the seat or backrest cushions for cleaning or reupholstery with minimal effort.

The overall width and depth 24” x 24” footprint allow operators to maximize seating occupancy in their lounge facilities while providing proportional guest comfort.

Upolstered armrests provide cushioned support and the nickel-plated rubber cushion swivel glides protect any floor surface.

The chair is offered in a variety of electrostatic powder coat frame finishes as well as a broad range of upholstery fabrics or vinyl.

INNOVATIVE NEW SLEEP SYSTEM
The Heaton Sleeper from Two Tom Enterprises and Art Upholstery is an innovative new sleep system. Gone are the days when you have to replace the entire sofa bed when renovating. All components are attached to a metal frame and can be removed for servicing and changing design, allowing new covers or completely new components that can be exchanged on site. Designers have the freedom to customize seats, backs, arms in the cover and colour they desire for the application. Seat cushions and backs roll underneath the sleep surface for ease of use eliminating the need to remove the seat cushions when opening the unit. The generous seat width of 21” x 19” depth inside the arms accommodates a wide range of guests, and the 18” backrest height ensures relaxing support. Upholstered armrests provide cushioned support and the nickel-plated rubber cushion swivel glides protect any floor surface.

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EYE-CATCHING AND ERGONOMIC
Created with fervent attention to detail and supported by more than 70 years of dedicated contract seating manufacturing experience, the Arianna from Gasser Chairs is more than just a stack chair. The Arianna guarantees durable performance, eye-catching esthetics and comfort best described as heavenly.

The Arianna is manufactured in the U.S. and comes in four unique back styles that can accentuate any interior. Standard features include ergonomically contoured backrest and a wave seat for luxurious comfort, integrated aluminum handle and multi-surface glides for ease of mobility, and the ability to stack 12 high for ease of setup, teardown and short-term storage.

ROOM OR LOUNGE
The Drift side chair by Global Furniture Group is made in Toronto and is a great option as a guest room task chair or dining chair. It features multiple bases options: wood four-legged fixed base, wood four-prog swirl base & a polished chrome four-prog swirl base.

The Drift lounge chair by Global Furniture Group is made in Toronto and features multiple back heights with wood or polished chrome bases. Great for lounges and lobbies or to break up a space and double as a comfortable conversation area.

THE LOOK AND TEXTURE
The expansion of aluminum metal furniture with a baked-on finish has put metal furniture front and centre in the hospitality industry. Metal furniture can have the look and texture of materials like wood without the cracking, splintering and swelling associated with wood products. The process of applying wood grain film and acrylic finish allows the product to have a durable finish that resists rub marks inherent in wood products. As a result of the aluminum metal alloy frame, the chair is exceedingly strong while keeping it lightweight and easy to move. This process is applied to a range of product types like simple stacking chairs, fully upholstered dining chairs, sofas and club chairs. Designers prefer working with products like this that allow for a wide choice of upholstery, wood colours, and design resulting in an elegant and durable alternative to wood.

SUPPORTIVE AND COMFORTABLE
HotelRTG has listened to their hotel customers and created a solution. Their sofa sleeper goes from day to night in an instant and replicates the comfort of a real bed mattress.

A sofa bed that is supportive and comfortable all night long equals no more restless nights. They have 13-gauge bonnell coils, commercial grade steel frame and an 8.5” thick pillowtop mattress.

HotelRTG has many styles and sizes available to suit most needs and budget.

DURABILITY AND FUNCTIONALITY
The new line of MTS public space seating was designed in collaboration with renowned hospitality designer Stacy Garcia. These products combine the durability, functionality and high quality products. MTS has been known for stemming over 60 years, with a unique style and design element from the beautiful design mind of Stacy Garcia. These products are all custom with your choice of fabric and choice of 29 standard powder coat options, plating is also an available option.

INTRIGUING DESIGN INSPIRATION
With unique eco-friendly material and intriguing design inspiration, the N02 Recycle from Fritz Hansen succeeds in redefining household waste as we know it.

Made from upcycled plastic, N02™ Recycle is a new, all-purpose chair. Designed in collaboration with Japanese studio nendo, the N02™ Recycle is Fritz Hansen’s first chair produced in coloured, recycled polypropylene. Strong and stackable, its design was inspired by a simple crease in paper, one that is mirrored in the chair’s shell. Available in seven colours with multiple leg options.
Over 400 tourism industry delegates recently gathered at the iconic Westin Nova Scotian Hotel in Halifax. Industry attended the 42nd Annual Event to learn, network and celebrate the business of tourism during the Tourism Summit, hosted by the Tourism Industry Association of Nova Scotia (TIANS). Held from December 1-3, 2019 the conference was focused around “Charting the Future”. The three-day program featured keynote speakers, educational sessions and networking opportunities for delegates.

The event got underway with a riveting musical opening performance and then delegates were challenged by keynote speaker, Rick Antonson, to adopt a philosophy of Cathedral Thinking around tourism planning. The concept of planning a vision for industry that would last for generations resonated strongly with attendees as it inspired a number of discussions during the course of the conference and afterwards. The speaker lineup also featured Provincial and National Tourism leaders, including an address from Michele Saran, CEO of Tourism Nova Scotia, Joyce Carter, president & CEO of the Halifax International Airport Authority, and the Honourable Geoff MacLellan, Minister of Business, responsible for Tourism.

The Summit’s concurrent sessions offered a wide range of topics from seasonality and labour, to sustainability and digital marketing. “This is a critical time for the tourism industry in Nova Scotia, as we strive to meet the economic targets to double tourism’s contribution to the provincial economy, we are at the half way mark and need to consider growth opportunities that will increase tourism receipts,” says Darlene Grant Fander, president of TIANS. “With tourism revenues exceeding $2.61 billion, supporting over 40,000 jobs and generating over $300 million in tax revenue, tourism works for Nova Scotia.”

Delegates also took in several arts and cultural experiences including an exclusive screening Sunday evening by the Atlantic International Film Festival of a selection of 2019 Reel East Coast Short Films. An Industry Reception and B2B Marketplace on Monday evening was held at the nearby Discovery Centre where a number of industry suppliers profiled their diverse services and products, meeting with new and existing business colleagues.

The grand finale of the Summit was the Crystal Tourism Awards of Excellence Gala Dinner and presentation of the Pineapple Awards, sponsored by NovaScotian Crystal. The 2019 Award Recipients highlighted on the opposite page are extraordinary examples of some of the finest people and products the tourism industry has to offer.

Working with partner associations and stakeholders, TIANS is committed to representing the best interests of the industry, enhancing and supporting the development of a competitive business environment, advocating on issues critical to the industry’s success, and most importantly, leading Nova Scotia’s most promising economic sector.
The average amount of laundry per room per day is 15 lbs., bringing that property to approximately 1,600 lbs per day. Using an eight-hour shift, that means equipment must cycle through an average of 200 lbs of laundry per hour.

Carrita adds that energy and water-efficient equipment can potentially help increase operational efficiency and reduce utility costs. "Multi-load, high-speed washers like the Maytag®Multi-Load Washer, can be configured..."
The Future is Here

Maytag® Commercial Laundry Multi-Load Washers deliver new perspective on laundry. Configurable machines and programmable controls can handle the industry’s toughest loads in the on-premise laundry (OPL) markets. Now available in rigid-mount construction in 20 – 65 lb capacities, with a phased rollout of additional configurations continuing through 2019.

Maytag® Multi-Load Washer features include:

Intelligent controls:
Multiple cycle options mean flexibility for owners and operators to customize wash cycles to fit a facility’s specific needs. Operators can determine which detergents and solutions are used during every cycle, program release on-time and with the right proportions based on the load type.

Commercial-grade durability:
Designed with a Variable Frequency Drive System and commercial-grade motor, these washers are fitted with a 304 stainless steel drum, commercial-grade NSK sealed bearings, a cast-iron cross piece and hub, and cast-aluminum pulley. This means increased machine longevity and the durability to operate daily.

Warranty:
The Maytag® Multi-Load Washer is backed by a limited parts warranty with 10/5 years for the vended market and 5/3 years for the OPL market.

OPL Machine Highlights
• 99 cycles, each with up to 99 phases possible • Flexible Controls with remote management to customize wash cycles, from water levels to spin times • Constant Spin-Out Performance with G-forces up to 200G – 400G to achieve max extraction • 10 Chemical Injection Ports to customize the best formula based on specific washing

Look for easy-to-operate controls that can be programmed with hospitality wash formulas.

You want savings.

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Contact an authorized Milnor distributor or call 504-712-7656 to find out more about washing more linen with less water than ever before.

You guests want quality.

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All in One and One All

Girbau Industrial Compact+ Ironing System. Five functions in one single machine!

Using one or two operators, the GI Compact+ 5-in-One automatically feeds, irons, folds, stacks and accumulates small- and large-dimension bed and table linens at speeds reaching 49 feet per minute. Available in 24- and 32-inch diameters with 130-inch finishing widths, the Compact+ offers a number of features, including an enhanced folder and stacker; an advanced control that uses the same mechanics and logic as other GI products; and a standard vacuum-assisted feeding table that maximizes production and processing speeds — ensuring high-quality results.

The Compact+ offers machine configurations in one, two or four working lanes, with one lane for sheets, two for table linens and four for small items using an optional rear small-place accumulator for napkins and pillowcases. Moreover, it processes damp goods straight from the washer — without need for dryer pre-conditioning — by automatically adjusting ironing speed and temperature based on the moisture content of the item being processed. Once ironed, a built-in folder performs one or two primary folds and one, two or three cross folds to meet specific needs. Finally, an optional stacker collects folded items and delivers them back to the front via an incline conveyor.

Energy-saving synchronization all controlled by an easy-to-understand single-touch screen.

Struggling to Keep Up During the Busy Season?

20 to 25 percent larger than the washer, while using dryers with Residual Moisture Control (RMC) saves energy and helps prevent damage from over-drying and costly linen replacements.

Contact your local dealer who can assist in sizing your laundry with the right equipment. They can also install the equipment to the manufacturer’s specifications and service the equipment.

But the bottom line is that you can only improve what you can measure and all the answers can be found in the cloud. Randy Radtke, content and media relations manager for Alliance Laundry Systems explains, “UniMac’s TotalVue™ system, powered by UniLin™, gives laundry managers and property general managers information that enables them to ensure processes that impact quality and productivity. More importantly, it arms management with all the data to ask informed questions of staff and take corrective actions to not only increase efficiency, but enhance performance (throughput), and improve finished quality.

Through Automation, and the Installation of an Auto-Sort Folder, Laundries Can Cut Labour Hours by 87 Per Cent.

Gone are the days where laundries operated with little to no supervision, and management lacked a view into how/it processes are being followed or if equipment is operating correctly. TotalVue enables you to monitor conditions that may be hindering operational efficiency and productivity. More importantly, it arms management with all the data to ask informed questions of staff and take corrective actions.

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between 180 and 260 washing pounds per hour (around 150-300 rooms) it might be time for an all-in-one that automatically irons, folds and stacks."

As Albright explains, the goal is for employees to be as productive as possible. One person can fold 120 towels per hour by hand, but if that person stands in front of a towel folder, he/she can fold 800-900 towels per hour.

"If you are looking to further automation, it might make sense to add a more advanced, auto-sort towel folder. These machines automatically sort, fold and stack up to 1,000 pieces per hour, with just one operator. Through automation, and the installation of an auto-sort folder, laundries can cut labour hours by 87 per cent. If you do the math on 120 hand-folded towels versus 800 - 1,000 machine-folded towels per hour, the savings is more than eight labour hours per day!"

PUTTING IT ALL TOGETHER

The approach to considering new equipment should be fundamentally grounded in knowing the difference between price and cost, advises Radtke. "Price is what you pay for a piece of equipment. Cost is the amount of resources it takes to operate the machine over its life. Often a low-price machine costs more over its lifetime due to inefficiency, utilities, etc. than a higher-featured machine that is more expensive upfront."

Working with an experienced laundry equipment distributor with an extensive service and parts department and significant experience in the hospitality market is the first step towards developing the most efficient, cost-effective and productive in-house laundry to meet your hotel's and your guests' needs for now and into the future.●

The following Buyers’ Guide seeks to simplify the process of finding the best suppliers in the market. The guide is divided into two sections: the first lays out key suppliers alphabetically with full contact information; the second categorizes products and services listing the companies that supply them. A buyer merely has to search under the category listings and then cross-reference to the first section.

While every effort has been made to be fully comprehensive, if your name has been omitted please contact us for inclusion in next year’s directory.

For a PDF version of the Buyers’ Guide visit our website: www.easternhotelier.com
The Buyers Guide can be found there for the duration of 2020.
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www.midlandcommercial.com
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Miele Professional
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professional@miele.ca
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Marketing & Sales
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Toll Free: (866) 467-8700
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Matthew Carter
3 - 1050 Parkway Crescent
Burnaby, BC V5E 2S7
Tel: (604) 336-2073, Fax: (604) 336-2074
Toll Free: (888) 660-6000
mcarten@modulight.com
www.modulight.com
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Modernica Canada Inc.
Gary Christianson
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Tel: (604) 501-2112, Fax: (604) 501-2113
sales@modernica.com
www.modernica.com
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heidi@lubertex.com
www.lubertex.com
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Melanie Trojkovic
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Toronto, ON M5R 1L2
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toronto@lumas.com
www.ca.lumas.com
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Adam Donaldson
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Tel: (905) 332-1730, Fax: (905) 332-8480
mcarter@modio.audio
www.modio.audio

NetLum Audio Systems
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101-13128 80th Avenue, Surrey, BC V3W 3B2
Tel: (604) 501-2172, Fax: (604) 501-2177
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toronto@lumas.com
www.ca.lumas.com
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Ricky’s Family Style Restaurants

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EASTERN BUYERS’ GUIDE

2020

NEW products

Tarkett Wins Two GOOD DESIGN Awards

Tarkett, a worldwide leader of innovative and sustainable flooring and surface solutions, announces that Tatami System and FlightPath & AirSpace won the esteemed GOOD DESIGN Award for their design excellence in 2019.

Tarkett has a history of designing and producing award-winning and innovative flooring solutions. Tatami System is a new category of floor-coverings that upends conventional broadloom and gives designers and end users the autonomy to continually adjust spaces to align with their ever-changing needs. Designed by Jhane Barnes, FlightPath & AirSpace were first inspired by the lines and angles of intersecting flight paths on an air traffic map. This aesthetic inspiration quickly evolved into a beautifully functional flooring design—one that could simplify installation in contemporary architectural designs, where right angles and straight lines give way to open, multi-use spaces and curved walls.

WebRezPro PMS Integrates i-Hotel Casting Solution by Intello

WebRezPro property management system (PMS) now interfaces with Intello Technologies, enabling hotels to provide guests with a secure, easy-to-use solution for casting content from their mobile devices to guest room TVs for an improved guest experience.

Casting provides a convenient way for guests to enjoy their preferred content while they travel, just as they do at home. Using their own devices, guests can play content from apps such as Netflix, YouTube and Spotify on the guest room TV.

Integration with the PMS automates guest authentication and billing. When a guest checks in, WebRezPro sends reservation data to the i-Hotel system, ensuring only checked-in guests can connect and preventing casting to the wrong room.

“The way we consume content has changed,” commented Frank Verhagen, president at WWT. “The interface between WebRezPro and Intello’s i-Hotel casting solution makes elevating the in-room guest experience seamless and easy for hotels.”

Hotel Technologies Introduces the iHome HW2

Hotel Technologies has Introduced the iHome HW2 fast wireless charging alarm clock. With dual fast-charging USB ports and a wireless charging pad, guests can charge up to three devices at once. Alarms are easy to set and the Single Day alarm feature means they won’t be disturbed by the previous guest’s settings.

ASSA ABLOY Global Solutions Wins Top Spot at HotelTechAwards 2020 for Best Mobile Key Solution

ASSA ABLOY Global Solutions has been named the winner of Mobile Key & Keyless Entry for the 2020 HotelTechAwards. Organized by HotelTechReport, this year’s HotelTechAwards had over 24,000 hoteliers across more than 200 countries vote to rate their most favourite products and technologies. In winning the Mobile Key & Keyless Entry category, ASSA ABLOY Global Solutions competed against the world’s leading digital key providers and was able to stand apart thanks to the reputation of its Mobile Access platform in providing unparalleled guest satisfaction, reliability and efficiency.

Engineered using ASSA ABLOY’s Seos technology, Mobile Access provides guests with the ability to use personal smart devices as a secure guest room key. Able to be seamlessly integrated with a hotel’s guest-facing app or available via Certified Partner app, the solution significantly allows arriving guests to skip time-consuming check-in processes at the front desk. Instead, guests can electronically receive digital key and room number information in order to go directly to their guest room and begin immediately enjoying their hotel stay experience. Placing as much a priority on guest safety as it does on convenience, Mobile Access further utilizes the latest in data encryption and communication channel technology to eliminate the threat of unauthorized access. With ASSA ABLOY Global Solutions adhering to a future-proof approach, Mobile Access is also instantly compatible with pre-installed VingCard door locks such as Essence, Allure and Signature RFID.

Titan Solution Group Enhances Guest Experience

Hotels today are challenged using technology to bring the best possible guest experience. Room comforts, access, security, convenience, and amenities are all tied together by computers and data. With so many different solutions and vendors available in the market, hotels are faced with cobbling different systems together while facing a support nightmare in keeping them all running.

Titan Solutions brings to the table something you will not find anywhere else, a complete hospitality technology offering. Titan is the only company in Western Canada certified for sales and support for energy saving technologies, industry-leading room door locks, thermostat technologies and structured data cabling. They are your one-stop-shop for technology, for your property… for everything.


CROSSWORD
- Test Your Hotel Knowledge

Across
1. Built for user comfort
6. Chair part
8. Important quality to look for in choosing laundry machines
9. Arrange for display
10. Out of date
12. Make shiny
14. Meet head on
16. Try, 2 words
19. Labour saver that reduces laundry work and manpower
21. Acronym used in relation to bluetooth technology in door security
22. Finishing touch
26. Long time
27. Type of keycard technology

Down
1. Finish
2. Mavens
3. Fir trees often selected at Christmas
4. Face up to
5. Key factor when choosing chairs and beds
6. Light metal increasingly used in hotel furniture
7. Be compatible in color and style
11. Price, 2 words
13. Do some recharging
14. Characteristic
15. Become popular, 2 words
16. What a hotel wants to see on all guests faces
17. What a hotel wants to see on all guests faces
18. Coffee growth
20. Hotel freebie
23. In-room entertainment
24. Football official
25. Promotional piece

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Add versatility to your bathroom. Minimal in its design, the Hinet bathroom faucet works well in a traditional or highly modern environment. Complemented with other KOHLER products, create a space that will look beautiful for years to come.

Visit www.easternhotelier.com to see the answer key to this crossword