INSIDE THIS ISSUE

- 8 Hilton right on time with launch of Tempo brand
- 10 | Hot Los Angeles leads strong West Coast development pipeline
- 12 Despite pressure on profits, brokers are buoyant about the hotel market
- 14 Early HM covers by Edward Hopper at core of museum exhibition
- 16 | Students do 'battle' at HM's Hotel ROI Chicago event
- 18 | Positioning hotel spas as profit centers takes careful planning
- 20 Nashville hotels sing a happy

COLUMNS

- 3 Up Front | Stefani C. O'Connor
- 26 Legally Speaking | Karen Morris
- 28 Tech Watch | Frank Wolfe 30 Training Trends | Monique
- Donahue
- 66 Ad/Editorial Index
- 66 Commerce Corner
- 67 Classifieds
- 70 Seen

ON THE COVER

The West Coast design scheme for the newly launched Tempo by Hilton brand. Design and rendering: The Gettys Group. Details on page 8.







DEPARTMENTS

NEW THIS ISSUE

20 IN 2020

22 20 domestic markets to watch in 2020

NEW THIS ISSUE

MANAGEMENT COMPANIES: WEST

24 | Companies embrace West Coast roots

ONE-ON-ONE

32 | Cecil P. Staton

Educator brings his work ethic, skills to AAHOA

GM PROFILE

34 | Sheryl Tsugawa

Hawaii native takes circuitous route to GM

SPECIAL REPORTS

36 | Audiovisual Roundtable

Marrying design, ops creates dynamic relationship

40 | Top Brokers Survey

A look at 2019 numbers and 2020 predictions

44 | Innovation Roundtable

Implementing new concepts grows beyond trendy

TECHNOLOGY

48 | Locks

Top considerations when upgrading locks

OPERATIONS

52 | In-Room Entertainment

Music presents new opportunities for guestrooms

DESIGN

56 | Connected Guestrooms

Smart devices update guestroom design

PROCURE

60 | Mattresses

HOT OPENING

62 Kindler Hotel

Midwest boutique meshes L.A. design, local ethos

IN THE MARKETPLACE

64 | Vaughan Benz



