



GENERAL MANAGERS NEWSLETTER

(January 2015)

"A man who trusts nobody is apt to be the kind of man nobody trusts."... Harold Macmillan, U.K. Prime Minister

CAHA Meeting Dates

Before we get too far into the New Year and things start slipping up on you, make sure you get down all of the CAHA meeting dates in your calendar:

CAHA General Membership Meetings: *February 19; March 19; April (no meeting due to CAHA Golf Tournament); May 21; June 18; July 16; August 20 (tentative); September 17; October 15; November 19; December 17 (Third Thursday of each month, 3 pm, subject to change.)*

CAHA HR Committee Meetings: *March 12; May 14; July 9; September 10; November 12 (Second Thursday of even-numbered months, 9 AM, subject to change)*

CAHA Security Committee Meetings: *March 12; May 14; July 9; September 10; November 12 (Third Wednesday of even-numbered months, 10 AM, subject to change)*

CAHA Golf Tournament: *April 15, 2015, 12 noon (Pine Island Country Club)*

Health Department Housekeeping & Food Service Guides

On our website at www.charlotteareahotels.com, under "*Reports, Research & Ordinances*" we have recently added several new health inspection guides from Mecklenburg County Health Department. Of importance, several of these are in Spanish, such as the *Housekeeping Cart Guide*, *Lodging Cleaning Guide* and the *Bed Bug Information Guide*. At a recent meeting, a health inspector reported that many of the violations they find are in housekeeping, particularly with carts, and the reason is often the language barrier. These translated guides can certainly help in that area. Here's a complete list of what is on the site under this topic:

- Hotel Sanitation Inspection Rules
 - Inspections Rules (Overview)
 - Lodging Cleaning Guidance in Spanish
 - Continental Breakfast Guidance Document

- Hotel Critical Items (for inspection)
- Housekeeping Cart Guide
- Housekeeping Cart Guide in Spanish
- Pest Control Process
- Bed Bug Information
- Bed Bug Information in Spanish

The county Health Department has some other great information on their website. Complete information on standards and health requirements for all lodging establishments is at <http://charmeck.org/mecklenburg/county/HealthDepartment/EnvironmentalHealth/Pages/lodging.aspx> and the same for restaurants and foodservice establishments is at http://charmeck.org/mecklenburg/county/HealthDepartment/EnvironmentalHealth/FoodserviceandFacilities/Pages/new_est.aspx.

Retail Holiday Sales Increased 4%

Confident consumers stocked up on holiday gifts and other merchandise over the 2014 holiday season, helping boost overall holiday retail sales to their highest level since 2011. According to the National Retail Federation (NRF), December retail sales, which exclude automobiles, gas stations and restaurants, decreased 0.9 % seasonally adjusted month-to-month, and increased 4.6 % unadjusted year-over-year.

Total holiday retail sales, which include November and December sales, increased 4 % to \$616.1 billion, which was in line with NRF's projected forecast of 4.1 % growth. In addition, non-store holiday sales, which is an indicator of online and e-commerce sales, grew 6.8 % to \$101.9 billion.

The U.S. Commerce Department also reported that December retail sales decreased 0.9 % seasonally adjusted month-to-month, but increased only 3.2 % unadjusted year-over-year. The significant drop in gasoline prices in the month of December brought down much of the month-to-month growth.

NLRB Issues Final "Quickie Election" Rule

On Friday, December 12th, the NLRB announced it has adopted a final rule which amends the Board's longstanding union election procedures. At its heart, the new rule severely limits the time within which a company can educate its employees and communicate openly with them regarding the election process. It is imperative that employers educate their supervisory groups about the signs of organizing activity to ensure that they are not "ambushed" by an organizing effort. Key points of the new rule include:

- **Election now, hearing later.** Expedited elections will be conducted without hearings to address the fundamental question of who is eligible to vote.
- **Vote now, understand later.** The new rule severely limits the time between the filing of the election petition and the election itself. This action makes it extremely difficult for employers to communicate with employees regarding whether or not to form a union.

- **Protected speech.** By requiring elections to occur as quickly as possible the rule deprives the right of employers, unions and employees to engage in protected speech.
- **Speed, Speed, Speed.** The rule greatly accelerates all deadlines associated with elections.
- **Employee Privacy.** The new rule requires employers to furnish union organizers with all available employee e-mail addresses and contact numbers in their possession. Employers must furnish this list within 2 business days of a decision directing an election.

The time to be educating and talking to your employees is....well, all the time. And now that's more important than ever. If you were ever to be hit with an "ambush election" you're not going to have any time to suddenly start talking to, and relating to, your employees and their needs. The time to do it is every day!

OSHA Has Revised Its Recordkeeping & Injury Reporting Rules

Federal OSHA has made changes in several rules of importance to employers. First, they expanded the list of severe work-related injuries that all "covered" employers must report to OSHA. The revised rule retains the current requirement to report all work-related fatalities within 8 hours and adds the requirement to report all work-related in-patient hospitalizations, amputations and loss of an eye within 24 hours to OSHA. Most if not all states that have federal clearance to run their own state OSHA systems (which North Carolina does) has or will shortly adopt these changes. For more information, go to <https://www.osha.gov/recordkeeping2014/index.html>.

What Top Meeting Planners Say are the Top-6 Meeting Trends for 2015

Successful Meetings magazine (January 2015) published a report on the top 6 meeting trends they see for this year, after analyzing various data and speaking with industry experts, meeting planners and on-the-ground organizers, to get a sense of what they expect to face in the coming year.

1. **Sellers Call the Shots.** (They understand it's a seller's market and that's good for hotels right now; but think long-term-relationships..."remember what we did for you back when...")
2. **Expectations Are High on Meeting Planners, But Budgets Are Not.** (They feel "pinched" in their jobs.)
3. **Goodbye Attendees, Hello Participants.** (Active participation in meetings is *IN!*)
4. **Big Data's Role Gets Bigger.** (Capturing and using participant's demographic data.)

5. **Training Meetings Gain Traction.** (Organizations are reinvesting in their people and training is front-and-center.)
6. **Talkin'Bout My Generation.** (Planning meetings, presentations and participation around generational differences is difficult.)

If you know what they're wrestling with, you can become even more important to them. Going a step further, you can get a step ahead of prospective clients by having already-in-place things that they need, such as....(see next article).

5 Awesome Apps

Crowd Mics (crowdmics.com) is an audience-response app with text-based commenting and polling, along with the unique benefit of turning attendees' Android or Apple devices into wireless microphones.

RoomScan (locometric.com) creates instant floor plans of a space. Simply tap your iPhone against each wall, and it calculates dimensions and square footage.

Eversnap (geteversnap.com) formalizes the process of attendee photo-sharing by creating a private online photo album and allowing attendees to take photos from within the Eversnap app. The shots are automatically uploaded and shared.

Pocket Planner (socialtables.com/pocket-planner) is an event and meeting calculator that relies on Convention Industry Council standards to make recommendations for F&B, service and safety. Better still, it's free.

Word Lens (questvisual.com) is an augmented-reality approach to translation. Point your Android or Apple camera (or Google Glass) at some text in a foreign language and the English translation is revealed.

Florida Hotels Targeted By US DOL Wage & Hour Division

The Jacksonville District Office of the U.S. Department of Labor's Wage and Hour Division mounted an enforcement initiative in 2013 to investigate hotels, motels and temporary staffing agencies. The District Director said, "*The hotel and motel industry uses employment arrangements, such as subcontracting, franchising, third-party management and other practices that obscure the worker-employer relationship and lead to downward pressure on costs, often at the expense of worker wages.*" To date, the division proudly announced it has completed 96 investigations and recovered \$244,126 in back wages for 800 employees. That comes to \$2,543 per investigation or hotel, and \$305 in back wages per employee. Ah....while we all strive to be perfect and take care of our employees, that sounds like pretty good compliance considering the grandiose assumption going in!

Future CAHA Events

CAHA General Membership Meetings: *February 19; March 19; April (no meeting due to CAHA Golf Tournament); May 21; June 18; July 16; August 20 (tentative); September 17; October 15; November 19; December 17 (Third Thursday of each month, 3 pm, subject to change.)*

CAHA HR Committee Meetings: *March 12; May 14; July 9; September 10; November 12 (Second Thursday of even-numbered months, 9 AM, subject to change)*

CAHA Security Committee Meetings: *March 12; May 14; July 9; September 10; November 12 (Third Wednesday of even-numbered months, 10 AM, subject to change):*

CAHA Golf Tournament: *April 15, 2015 noon (Pine Island Country Club)*

Support Our Supplier Members:

Afterdisaster; Alliance Bus; Charlotte Arrangements; Charlotte Paint/Pro-Tec Finishes; Computer Rents; Environmental Diversified Services; Ipswich Shellfish Group; LUCCY: MSS Solutions; Regency DKI; Show Pros Event Staffing Services; Tarheel Linen Service; U.S. Foodservice; Visit Charlotte; and Where Charlotte Magazine

(Disclaimer: The information contained herein comes from many reliable sources. Every effort has been made to ensure its accuracy, but neither CAHA nor SALCO Consulting can assume any liability for omissions or inaccuracies. We are not attorneys and cannot give legal advice. You are urged to seek appropriate legal or professional council on all legal, accounting, tax or employment issues.)