



## **GENERAL MANAGERS NEWSLETTER**

**(June 2015)**

***"A person without a sense of humor is like a wagon without springs. It's jolted by every pebble on the road."...Henry Ward Beecher, American clergyman & lecturer***

### **Supreme Court Strikes Down Hotel Record Searches without a Warrant**

On June 22, the Supreme Court handed down a decision which ruled that police must obtain a warrant before forcing hotels to hand over information about guests. The court, in a 5-4 decision, struck down a 116-year-old Los Angeles law that required hotels to record and store and make available to police information including guest names, addresses and vehicle descriptions for 90 days. A group of motel owners sued over the law in 2003.

Justice Sonia Sotomayor wrote in a decision on the case Monday that the 1899 law penalizes hotel owners for "declining to turn over their records without affording them any opportunity for pre-compliance review. A hotel owner who refuses to give an officer access to his or her registry can be arrested on the spot," she wrote. "The court has held that business owners cannot reasonably be put to this kind of choice."

### **Walking Map of Center City Retail Shopping Available**

Chris Hemans, Director of Retail (development) for Center City Partners was at our CAHA meeting back in February and made a presentation on their plans to increase retail shopping options in center city, something that many meeting planners and convention attendees say is lacking. One of the biggest challenges is educating current citizens (as well as travelers) of the retail that is currently available and where it is located.

Center City Partners has prepared a walking map of uptown that designates these locations. Hotels should have some of these available at their front desk, which Center City Partners will be happy to provide. They are still available. Simply contact Chris at 704-332-9593 or [chemans@charlottecentercity.org](mailto:chemans@charlottecentercity.org).

### **NCRLA Restaurant & Lodging Expo, September 21-22, 2015**

Registration is now open for the 2015 NC Restaurant & Lodging Expo in Raleigh at the convention center, September 21-22. This event brings together all sectors of the restaurant, foodservice, lodging and hospitality industries under one roof, with the latest products, services and technologies for the industry. There is also educational programming included.

Registration is free to NCRLA members. For more information contact Karen Mann at [kmann@ncrla.org](mailto:kmann@ncrla.org) or call 919-747-2205.

## New Soap Recycling Program Announced

With the recent merger of *Global Soap* and *Clean the World*, CAHA has shifted its soap recycling project to *Clean the World* as our preferred partner. Under the new structure, *Clean the World* will not only receive and recycle soap, but also *plastic amenity bottles*. After you contact them and get set up in their program, they will ship you a container to collect the soap in. Once it's full, simply seal it and send it back to them and they send you another container.

While there is a fee to participate, it's simple, easy and many of our members are already participating. Why don't you join them? We encourage you to participate. Simply contact Riki Iverson at: [riverson@cleantheworld.org](mailto:riverson@cleantheworld.org) Office: 407-574-8353

## Recap of Charlotte Green Team Meeting – “Water: Will We Have Enough?”

As you may know, CAHA co-sponsors the Charlotte Green Team with CRVA and the last meeting, if you missed it, was a real education. We asked the question, “*Do you know where your water comes from & how many different cities & towns are clamoring for it? Do you know how multiple states & municipalities are working together to insure we have enough water for everyone well into the future? But short-term, just this summer, what if we enter into drought conditions? What will that mean for you and your business?*”

Well, it seems a lot of people wanted to know the answers to those questions. Forty people turned out to hear **Barry Gullet, Director of Charlotte Water & Jeff Lineberger, Director of Water Strategy & Hydro Licensing for Duke Energy** talk about just these things. And it was probably the best 90 minutes ever spent when it comes to understanding and appreciating what it takes to get water to millions of people and all of our businesses on a continuous basis, day in and day out. As one person said, “It was like a college course on water management!” And what it did was leave us with a great sense of pride and confidence in what our City and region are doing to protect our water supply well into the future.

The City of Charlotte, along with 18 other cities and the two states of the Carolinas have joined together to form the Catawba-Wateree Water Management Group. Coupled with the re-licensing application by Duke Energy for the Catawba River Basin, the group conducted a million-dollar + study of all kinds of impacts on the river basin and came up with a plan to extend its ability to support us now and into the future, including additional growth in the region. Even other countries, as well as other water basins around the US, have come to the group to find out how they did it. So, it was comforting to know that the folks we have managing our water supply are on the cutting edge of plans, practices and science in what to do.

Now, as hoteliers, we want to get more of you attending or sending someone to these quarterly meetings. There's no charge and you learn a lot about what's going on (actually being implemented) with green, sustainable initiatives in the hospitality industry right here. Be on the lookout for future meeting announcements.

## Next CAHA Meeting

At our last CAHA meeting, when we discussed the Green Team meeting noted above, we reported that the city water department has announced an increase in water rates. But the confusing part is that there are so many “tiers” of pricing; why is that; where did it come from; what does it mean to you? That’s one of the things one of the GM’s at the meeting asked; “*can we get an explanation?*”

Steve Miller, Customer Service Manager for Charlotte Water will be at our next CAHA meeting on **July 16** (3-5 PM, place to be determined) to answer just those questions. So mark your calendars now and reserve the date. There will be other topics on the agenda, one of them the standing agenda item “*Roundtable Discussion on Issues or Upcoming Events.*” Going forward, we want to emphasize this part of our meetings, so let us know what questions, challenges or topics you’d like for us to put on the agenda; but don’t worry you can bring it up that day, too. It’s just nice to know in advance so we can all be thinking about it. So, send us your topic(s) to [charlottehotels@aol.com](mailto:charlottehotels@aol.com). (It can also provide you “cover” if you don’t want to be identified with asking the question.)

## **National Economy**

Consumer spending and retail sales rebounded in May, signifying renewed momentum heading into the second half of the year, according to the National Retail Federation (NRF). NRF reported that May retail sales, excluding autos, gas and restaurants, increased 0.8 % from April and 1.9 % on a year-over-year basis.

With consumer confidence, employment and income improving, consumers were encouraged to open their wallets in May. Retail sales gains were evident across most business sectors with the exception of health and personal care stores. The improvement in retail sales is consistent with employment gains and the recent uptick in consumer credit. Adding to the strength of the report, sales for March and April were revised up.

According to data from the Commerce Department retail sales increased 1.2 % last month, reflecting broad-based gains from car dealers to clothing outlets to department stores, after a 0.2 % advance in April. A report on jobless claims pointed to continued strength in the labor market.

Receipts climbed in 11 of 13 major retail categories, the most this year and a sign that employment and income gains are allowing households to buy more than just automobiles. A sustained pickup in purchases -- accompanied by faster wage growth -- would burnish the outlook for growth this year.

## **New Tool for Helping Employees be More Productive**

All of us need the right tools to do our jobs effectively, whether it's a computer, a desk lamp a laundry cart, or one of countless other productivity enhancements. We normally refer to these as “workplace supports,” but we often hear them referred to as “accommodations” in the context of workers with disabilities. But not all employees have a permanent disability; sometimes work is affected by a temporary medication, a simple sprain or outside distraction.

So, no matter what you call them, a “workplace support” or “accommodation,” they make it easier for an employee to successfully perform their duties. But until recently, these “assists” were only thought of in relation to disabilities. However, that approach is changing;

instead of focusing on a particular *disability*, smart employers are considering just the resulting *limitation* that might be preventing the employee, even temporarily, from performing to the fullest. And now, there's a new tool to help all businesses do just that.

The Job Accommodation Network (JAN) recently launched a new feature on its website called "[Accommodation Information by Limitation A-Z](https://askjan.org/limitations/atoz.htm)." This tool allows users to find ideas for assistance by searching for the type of limitation an employee is experiencing, regardless of the underlying cause. For example, instead of searching under a particular mental health condition to assist someone whose medication is causing distraction, the user can search using the keyword "concentration" to find an accommodation solution. Other topics are: attendance, fatigue, fine motor skills, interacting with others, memory, stress management, vision and others. This could be a valuable tool to HR Directors in assisting all employees that are suffering with even temporary conditions, whether they have a permanent disability or not. Go to <https://askjan.org/limitations/atoz.htm> to learn more.

### CAHA Security Committee – The Issues

The CAHA Security Committee is only a year old, but they've covered some major security and risk topics in a short period of time. Here are a few of the topics covered:

- Emergency Situations: Working with Charlotte Fire Department
- ABC Laws: Rules and Enforcement
- Facility & Building Security
- Emergency Situations: Working with MEDIC
- Dealing with vagrants
- What Charlotte Fire Department expects and needs upon arrival to a fire alarm activation
- Working with Charlotte Mecklenburg Police Department (CMPD); in emergencies and on a daily basis
- They even had a roundtable discussion among themselves on the role of security personnel in the everyday occupational safety of hotels employees, and of hotel guests.

Is your security person active in this committee? If not, they should be. The networking and sharing of information and experience is great. And yes, if your security is subcontracted to a security firm, they're very welcome.

To get on the list for times and dates of meetings, just send their contact information to [charlottehotels@aol.com](mailto:charlottehotels@aol.com).

### Future CAHA Events

**CAHA General Membership Meetings:** *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:** *July 9; September 10; November 12 (Second Thursday of even-numbered months, 9 AM, subject to change)*

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

**CAHA Golf Tournament:** *April 27, 2016, 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; MSS Solutions; Regency DKI; Show Pros Event Staffing Services; Tarheel Linen Service; The Charlotte Destination Group; U.S. Foodservice; Visit Charlotte; and Where Charlotte Magazine***

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