



GENERAL MANAGERS NEWSLETTER

(May 2015)

"The most important thing in communication is hearing what isn't said."...Peter Drucker, Austrian-American writer & management consultant

New CAHA Officer's & Directors Elected

At our May meeting, new officers and directors were elected by the membership for our new fiscal year, June 1, 2015-May 31, 2016:

- President, Don Lockhart, General Manager, Hyatt Place Charlotte Uptown
- Vice President, Peter Grills, General Manager, Ballantyne Hotel
- Secretary/Treasurer, Erik Kohlenstein, General Manager, Hilton Garden Inn/Hampton Inn
- Supplier Director, James Sisk, US Foodservice
- Randy Rushakoff, General Manager, Courtyard by Marriott on Billy Graham will continue as Immediate Past President.

Randy was given a plaque by the membership for his service during the past year as President and the two years prior to that as he moved through the chairs.



CAHA Meetings Mean Business

Have you been attending your association's membership meetings? If not, have you been sending someone to represent your hotel and get the information that's discussed? If not, you and your hotel are missing out on things you need to know about *"what's going on in the industry in the region."* Here's a sample of some of the topics that have been discussed just since the beginning of this year:

- *ACC Tournament & Belk Bowl Recap & Plans for the Future*
- *NASCAR Hall of Fame Refinancing: How Does It Work & What Does It Mean?*
- *The North Carolina Green Travel Initiative Program*

- *Retail for Center City: What's the Plan?*
- *CIAA Tournament (Discussions before and after the tournament)*
- *The Job of a Corporate Travel Manager: What They're Looking For; How They Make Decisions; A Visit by the Duke Energy Corporate Travel Manager*
- *Travel & Tourism Exploding in Cabarrus County*
- *How to Turn Your Employees into Ambassadors for Your Hotel & the Regional Travel & Tourism Industry*
- *The New 'Ambush Election Rules'; The Likely Impact on Employers & Union Organizing Drives*
- *Noise Standard Update; It's Summertime & the Noise Will Begin*
- *Swimming Pools; Are You Ready for Summer?*
- *Charlotte Premium Outlets; The New Shopping Option in Charlotte*

And as standing agenda items, each month we get the latest news with a:

- "CRVA Update," and
- "NCRLA Update"

Days are so packed and schedules are so tight, we know it's hard to get away sometimes, but you're missing things you and your ownership need to keep up with. The schedule of all meetings this year is always shown at the end of this newsletter. Get them down in your calendar now and make sure you're represented.

North Carolina Pays Off Its Federal \$2.75B Unemployment Insurance Debt

The state has finished paying off \$2.75 billion it borrowed from the federal government to pay first-time unemployment insurance claims during the Great Recession, which will translate into lower taxes for employers across the state. North Carolina employers can expect to pay \$700 million less a year in unemployment taxes starting in 2017 than they paid in 2014.

Exhibition Industry Keeps Growing

The Center for Exhibition Industry Research (CEIR) reported last month that the exhibition industry grew by 1.8% in 2014, year-over-year. The four metrics that CEIR tracks saw positive gains in all four:

- Net square footage grew by 2%;
- The number of exhibitors increased by 1.6%;
- Real revenues rose by 1.9%; and
- Attendance, which was up 1.7% over 2013, exceeded its previous record high of 68.4 million in 2007, reaching 68.9 million.

In 2015, exhibitions are expected to grow by 2.8% overall, while in 2016 and 2017, CEIR predicts increases of 2.4% and 2.0% respectively.

A Record Number of International Visitors in 2014, Too!

A record 75 million international visitors traveled to the United States in 2014, an increase of 7% from 2013, the US Department of Commerce reported in March. The top inbound markets continued to be Canada and Mexico visitations, the latter of which grew 19%. Also setting a new record was annual overseas visitations, which excludes visitors from Canada and Mexico. This number grew 8%, reaching 34.4 million visitors.

North Carolina Tourism Spending Climbs to New Record!

The almost 50 million visitors who came to North Carolina in 2014 spent a record amount here last year: \$21.3 billion — about the same as the state's annual budget. That represents a 5.4% increase over 2013. Tourists helped support more than 204,000 jobs and 40,000 businesses in North Carolina. The 3.3% growth in tourism jobs was the state's largest increase in 14 years. State tax receipts as a result of visitor spending grew 3.9%, to more than \$1 billion.

North Carolina Corporate Income Tax Rate Could Drop Again

If North Carolina's expected budget surplus holds, it could trigger another reduction in the corporate income tax rate in 2016. Revenue is on track to meet targets that would cause the corporate income tax rate to fall, a key feature of the Republican legislature's 2013 tax overhaul. The 2013 tax law trimmed the corporate income tax rate from 6.9% to 6% in 2014, and again to 5% this tax year. If the state reaches \$20.2 billion in general fund tax revenue by the end of this fiscal year, June 30, then the tax legislation provides another reduction to 4% starting Jan. 1. It could fall to 3% at the start of 2017 if revenue increases reach another milestone.

General Economy

April's retail sales were flat from March, missing economists' forecasts for an increase of between 0.2% and 0.3%, according to the US Commerce Department. The department revised last month's sales increase to 1.1% from a previously reported 0.9%. And earlier Easter did not play a major factor in consumer retail sales in April according to the National Retail Federation (NRF). NRF reported that April retail sales, excluding autos, gas and restaurants, were essentially unchanged from March, but up 1.9 % on a year-over-year basis.

Labor Department's Posting Rule Upheld

The U.S. District Court for the District of Columbia has upheld the U.S. Department of Labor's (DOL's) 2010 "posting rule" that requires federal contractors to post workplace notices informing their employees of their rights under the National Labor Relations Act (NLRA). The National Association of Manufacturers (NAM) sued the U.S. Department of Labor over the posting rule, developed in response to President Barack Obama's Jan. 30, 2009, Executive Order (EO) 13496.

DOL's notice, "Employee Rights Under the NLRA," has three sections, which describe:

- Collective bargaining rights of employees under the NLRA.
- Anti-union actions that are illegal for employers to perform.
- Coercive actions that are illegal for unions to use.

Are You Taking Full Advantage of Your CAHA Membership?

Hotel and supplier members alike are eligible to have their people participate in CAHA's two very active committees, the HR Committee and the Security Committee. Here are some of the things they've each been discussing in recent months:

HR Committee:

- Social Media: What Are the Legal Pitfalls?
- Identifying Non-Resident Aliens to Comply with NC-4 NRA Tax Withholding Requirements Effective January 1, 2015
- The Olympic Community of Schools: What Do They Have to Offer & How Can We Help?
- Major Meetings Calendar for 2015 (Annual Review)
- Surviving Audits: Wage & Hour, EEOC, OFCCP, etc.
- The Looming Labor Shortage in the Hospitality Industry
- Meet the New Chair of The Hospitality College at Johnson & Wales
- North Carolina OSHA Selects 'Accommodations' for Special Emphasis Program
- App State's Hospitality & Tourism Course Offerings
- Rewards & Recognition Programs: What's Everybody Doing?

Security Committee:

- Facility & Building Security
- Life Safety, Occupational Health & Safety, & Security's Role in a Hospitality Environment
- Handling Vagrants
- Dealing with the Uber App for Selling Hotel Room Keys
- Charlotte Fire Department Familiarization Visits: What Do You Want to See & Learn & How Can We Help?
- Online Key Copying Programs
- Card Scanners in ATMs
- ABC Laws: Rules and Enforcement
- Emergency Situations: Working with Charlotte Fire Department & What They Want & Need When They Arrive on the Scene?
- Working with MEDIC When They Arrive on an Emergency Call

We're also discussing starting an Engineer's Committee so that these specialists can meet and share information.

If you would like any of your people to be on any of these committees, simply send us their name, hotel or company, and email address to www.charlottehotels@aol.com and we'll set them up to receive all information and announcements about all these group activities.

Put Your Logo on Our CAHA Website

If you've gone to our website at www.charlotteareahotels.com lately and clicked on "Members" or "Suppliers" you've probably seen that some hotel and supplier members have their logo right there next to their names. These logos provide a direct link to their websites straight from our website.

Is yours up there? Don't you want to add yours? Just send us an email to charlottehotels@aol.com requesting instructions and we'll make it happen.

Future CAHA Events

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

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

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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