



GENERAL MANAGERS NEWSLETTER

(May 2016)

“I can accept failure; everyone fails at something. But I can’t accept not trying.” ...Michael Jordan, professional basketball player

Golf Tournament *VERY* Successful!

Our annual golf tournament this year on April 27 was very successful. We had 60 players and the weather was perfect all day. Those folks that “manned” tee boxes at the holes they sponsored had a very good day talking to all the golfers as they came up to tee off. They all had things to hand out and the golfers appreciated having them there. A great day all around.

We don’t have all the bills and payments in yet, so no final tally; but we will be able to put some money in our hospitality, culinary and housekeepers training programs this year.

And....the date of next year’s tournament is already reserved, so get it in your calendar NOW....April 26, 2017 !!!

Always Welcome Charlotte Initiative “Taking Hold”...Are You In?

The *VERY* important “Always Welcome Charlotte” program is beginning to show up in a lot of places now, even in just a few short weeks. We’ve got the logo at the top of the mast head on our website, and as you can see above, at the top of our newsletter. So, why is this campaign so important?

Well, we’re all concerned about the City’s bathroom ordinance and the response by the General Assembly, and the resulting public perception of Charlotte and North Carolina based solely on media reports. This program is a local, grassroots campaign to show everyone that we are open, welcoming and inclusive of everyone. You can find a lot more about the campaign and download a lot of useful things from www.alwayswelcome.org.

When all of Charlotte (individuals, businesses, organizations....everyone) gets behind the campaign and incorporates its many facets into everyday life, it can make a difference. Some hotels are reporting that it *is* being positively received by hotel guests and meeting planners....so what are you doing? Here are a few things other hotels are doing:

- Put the decals that are available on your car and hotel windows
- Put them on your shuttle vans
- Get your limo service to put them on their car windows

- Put the logo in *all* of your employee's email signature lines
- Put the logo on your letterhead and correspondence
- Put up banners inside and/or outside your hotel
- Put "*Everyone is always welcome in Charlotte*" in your telephone operators' script and in your voicemails
- There are t-shirts with the slogan and logo on them available through the website; get your staff to wear them
- Call on the CRVA staff; they're standing by to help you.

And we know all of you have a hundred other creative ways to show to the world who we really are...*welcoming and inclusive of everybody*. As you come up with them, let us know so we can share them with others.

The Governor's Budget Recommends Additional Spending on Tourism Promotion

Governor Pat McCrory's just-released budget increases funding to the Economic Development Partnership of North Carolina for tourism advertising to increase awareness and inspire visitation to the state. It includes \$190,000 to develop and track key performance indicators to measure the effectiveness of specific advertising/marketing programs and their impact on the state's economy. Total recommended tourism promotion for fiscal year 2016-17 is \$13.9 million, an increase of \$3 million over last year.

Retail Sales Increase in March

The National Retail Federation (NRF) found that consumer spending increased slightly in March, with a year-over-year increase of 5.8 % from the same time in 2015. Excluding automobiles, gasoline stations and restaurants, seasonally adjusted retail sales increased 0.3 % from February, according to NRF calculations based on Commerce Department data.

OSHA Fines to Significantly Increase

For the first time in 25 years, fines assessed by the Occupational Safety and Health Administration (OSHA) are increasing. OSHA is now required to implement an initial penalty "catch-up adjustment," which must be in place by August 1, 2016. The catch-up adjustment is tied to the percentage difference between the October 2015 and October 1990 Consumer Price Index, which is forecasted to be approximately 80%. This means the current maximum fine for a Willful and Repeat Violation will increase from \$70,000 to \$127,000, and the current maximum fine for a Serious Violation will increase from \$7,000 to \$12,500. After that, OSHA will implement annual cost of living increases by January 15 of each year, with the adjustment tied to the year over year percentage increase in the Consumer Price Index. If an OSHA inspection occurs prior to August 1, 2016 (the effective date), but if the company receives the citation after the effective date, the increased penalties will be assessed.

Gordon Food Service Open House

Gordon Food Service is holding an Open House at their Kannapolis Distribution Center (6200 Gordon Food Service Drive, Kannapolis, NC 28027) on Monday, May 16th from 1:00-3:00 PM. (If using GPS, put in 6200 Glen Afton Blvd, Concord, NC 28027 as GPS has not updated yet.) No RSVP requested, just drop in.

(This is a good reminder for all of our members, if you have a special event or invitation you'd like put in the newsletter, just send it to us at charlottehotels@aol.com and we'd be glad to include it.)

Chicago Faces Big Loss

Mayor Rahm Emanuel's last-ditch effort to keep the Lucas Museum of Narrative Art in Chicago comes at a cost: tearing down McCormick Place's Lakeside Center and its substantial exhibit space.

Loss of the Lakeside Center would be a blow for some of the city's trade shows, notably the biennial International Manufacturing Technology Show, the city's largest. The massive exhibition, which occupies the entire complex and is booked through 2022, can draw more than 100,000 visitors. A number of major medical conferences also use Lakeside Center, including those of the American Society of Clinical Oncology and the Radiological Society of North America.

The latest Lucas Museum plan would replace the lost convention center capacity, but the Emanuel administration so far has not said where the new space would go, how much it would cost and who would pay for it. A source close to the administration said the city is looking at options tied to borrowing against future revenue the museum would generate for the city at the current McCormick site, such as parking fees.

New FMLA Notice Poster

The Department of Labor (DOL) released a new Family and Medical Leave Act (FMLA) poster on April 25. The new poster offers little in the way of substantive changes. The new poster has been reorganized for clarity. According to Helen Applewhaite, DOL's Branch Chief for FMLA, "employers can still use the current poster if they so choose."

Future CAHA Events

CAHA Annual Charity Golf Tournament for CPCC Scholarships: *April 26, 2017 Pine Island Country Club*

CAHA General Membership Meetings: *May 19, June 16, July 21, August 18, September 15, October 20, November 17, December 15 (Third Thursday of each month, 3 pm, subject to change.)*

CAHA HR Committee Meetings: *May 12; July 14; September 15; November 10 (Second Thursday of even-numbered months, 9 AM, subject to change.)*

CAHA Security Committee Meetings: *May 18; July 20; September 21; November 16*
(Third Wednesday of even-numbered months, 10 AM, subject to change.)

Support Our Supplier Members:

Afterdisaster-Metrolina; Charlotte Paint/Pro-Tec Finishes; Gordon Food Service; Ipswich Shellfish Group; Konica Minolta Business Solutions; Moneysworth Linen Services; MSS Solutions; PIVOTek; Regency DKI; Show Pros Event Staffing Services; Tarheel Linen Service; The Charlotte Destination Group; TruGuard Construction Group; U.S. Foodservice; Visit Charlotte; and Where Charlotte Magazine

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