



GENERAL MANAGERS NEWSLETTER (November 2015)

"Hard work spotlights the character of people. Some turn up their sleeves, some turn up their noses; and some don't turn up at all"...Sam Ewing, baseball player.

Happy Thanksgiving from CAHA

We wish you and your family a very Happy (and safe) Thanksgiving. See you in December at our membership meeting on December 17! We'll have some "Christmas Cheer!"

Don't Forget to Sign-Up for Housekeeper Training Program Job Shadowing

- If you want to be on the "standing list" of hotels to be one of the "job shadowing" training sites, send an email to us here at CAHA charlottehotels@aol.com with the name, hotel name, email address and phone number of the person to be the contact. CPCC will contact hotels as needed.
- Several people indicated they wanted to make a contribution to supporting scholarships for this program. This can be done by check mailed to CAHA (address below) or to the CPCC Foundation, PO Box 35009, Charlotte, NC 28235. Please reference the CAHA Scholarship Fund on the memo line and designate that it is for the Housekeeping Training Program or in an attached letter. Information about how to do this is always up on our website at www.charlotteareahotels.org under "CPCC Scholarship." If you would like an invoice from CAHA, just let us know.
- Several people said they'd like to create "sustainability" for these scholarships going forward, and the best way to do this is to voluntarily make a contribution to the fund whenever you hire someone from the "Housekeeping Training Program." Again, this can be done directly to CPCC or to CAHA.
- Lastly, if you and/or your employees know of someone that would be interested in this training program, send them to <http://www.cpcc.edu/cce> and then click on "Job & Career Enhancement" and then on "Courses & Programming" and then on "Hospitality & Food Service" where they'll find the "Housekeeping Certificate Program."

Economic Outlook for Holiday Season at Retail Dims

A sluggish global economy; stagnant wage growth; a conservative consumer base; and a decades-low number of adults working full-time jobs: These are just some of the major headwinds weighing on sales expectations this holiday season. But while these economic woes cannot be discounted, there's something less sinister that's also contributing to the industry's muted revenue forecasts: early birds.

As retailers push promotions earlier in the year, consumers are making their holiday purchases ahead of the traditional November-December shopping season. As a result, those revenues aren't being captured in holiday sales outlooks.

Just look at the tactics that several major retailers employed to encourage shoppers to start early: Wal-Mart kicked off its layaway program in August, two weeks sooner than in 2014. In early October, Target started matching prices with 29 retailers, a big jump from its previous five. Later that month, Best Buy started offering free holiday shipping, which runs through January 2. Although the majority of holiday spending is once again expected to take place in December, a survey by the National Retail Federation (NRF) found that roughly 40 % of consumers began their shopping before Halloween.

And lastly, retailers are overstocked on inventory and starting holiday sales early, and deeper markdowns are likely to follow as the season progresses, analysts said. *"People are just more cautious. Wages haven't picked up yet for lower-income and middle-income people, and they aren't in the stock market,"* said James Liu, a strategist for J.P. Morgan Funds.

Face-to-Face Meetings Prove Popular

Hilton Worldwide conducted a study showing that more than 2/3 of professionals, from millennials to seniors, prefer meeting in-person over other methods. The study polled professionals throughout the US, UK and China, proving the value of face-to-face interactions.

Rules on Confidentiality, Communications & Non-Work Activities Invalidated

A federal appeals court has upheld the National Labor Relations Board's finding that three (3) rules found in an employer's handbook violated the National Labor Relations Act (NLRA). A rule prohibiting employees from discussing matters under investigation by the employer was found to be unlawful because the confidentiality rule as stated clearly limited employee's rights to discuss their employment. A rule limiting the disclosure of information from the employer's electronic communication and information systems was found to be unlawful because a reasonable employee could have read the rule to prevent the sharing of any information exchanged on the employer's electronic communications network, thereby restricting employee's ability to share information about the terms and conditions of employment. Finally, a rule prohibiting activities other than work during working hours was found to be unlawful because it prohibited employees from engaging in union-related activities even during breaks.

Days Are Numbered for Barcodes

Growing demand for more information about the products we buy could mean the end of the simple barcode - the blocks of black and white stripes that adorn most objects for sale and are scanned five billion times a day.

First used on a pack of Wrigley's Juicy Fruit chewing gum in 1974 in a store in Ohio, barcodes have revolutionized the retail world, allowing cashiers to ring up products much faster and more accurately, while also streamlining logistics.

But shoppers are now demanding far greater transparency about products, and store owners need more information to help with stock taking, product recalls and to fight fakes. The basic barcode is just not up to the job.

That could mean a costly upheaval for retailers and brands to change packaging and invest in new systems and scanners. But it should also bring benefits as more data helps them manage the flow of goods better.

The most ubiquitous barcodes allow an eight to 14 digit number to be read by a laser scanner. However, that number does not directly capture any other information that might interest a shopper - such as ingredients, allergens or country of origin - nor does it provide a retailer with useful details such as the batch number or sell-by date. That data is usually printed on the pack, but consumers increasingly want to read it online, or with a smartphone app such as one that measures calories.

GS1, the non-profit organization that assigns the unique numbers in barcodes, has developed a double-layered barcode it calls the "data bar" which can carry some extra details such as expiry date, quantity, batch or lot number. That has allowed German retailer Metro (MEOG.DE) to launch PRO Trace, a smartphone app that shows, for example, that a filet of salmon on sale at a store in Berlin on August 25 was caught at the Bremnes Seashore fish farm off the coast of Norway on August 17 and processed in Germany on August 21. The app helps customers at its cash-and-carry stores such as professional chefs from hotels and restaurants, as they can now embellish their menus with information about the exact origin of pricey delicacies such as wagyu beef.

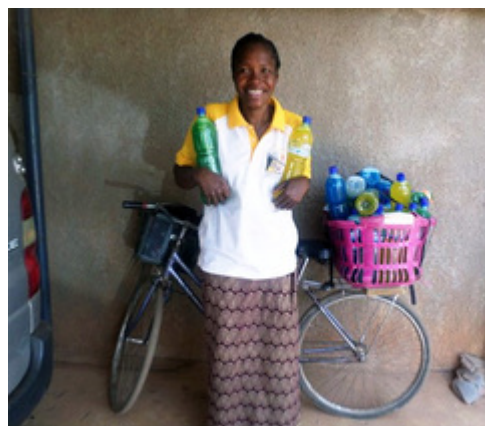
Clean the World's Hygiene Initiative to Expand in 2016

When Clean the World and the Global Soap Project launched in 2009, an average of 9,000 children under the age of 5 died every day from hygiene-related illnesses. Just six years later, the daily average has dropped to around 5,600.

That's a lot of progress – but their goal remains to drive that number down to zero.

In 2016, Clean the World's Global Soap & Hygiene Initiative will concentrate on developing and implementing programs that make a measurable, sustainable impact on global health. Click for details on the 2016 Global Soap & Hygiene strategy:

<https://cleantheworld.org/blog/clean-the-worlds-global-soap-hygiene-initiative-to-expand-programming-in-2016/>



And oh by the way, is your hotel participating in our program with Clean the World? Many of our members (your peers here in Charlotte) are. Yes, it costs a few bucks, but you're (1) reducing the cost of your solid waste disposal, (2) reducing what goes into our local

landfills, and (3) helping a great cause that is helping children in need. Need any more reasons?

Employer Faces Suit After Refusing to Hire Recovery Drug Addict

The Equal Employment Opportunity Commission (EEOC) has filed suit against a large staffing agency for violating the Americans with Disabilities Act (ADA). In its lawsuit, the EEOC claims that the employer violated the ADA when it refused to hire a qualified applicant for a laborer position because she was prescribed and used methadone. In January 2015, the applicant applied for a vacant production laborer position. The applicant was told that she possessed enough experience to advance to the next part of the hiring process, and was asked provide a urine sample for a pre-employment drug test. When the applicant disclosed she was in a medically supervised methadone treatment program, the site manager took back the cup for the urine test and said, "I'm sure we don't hire people on methadone, but I will contact my supervisor." The EEOC claims that the employer violated federal law when it refused to hire the applicant "simply because she was a recovering drug addict."

CAHA Meetings for 2016 Set

Here all of the meeting dates for the General Membership meetings, as well as the Human Resources and Security Committee for next year. Of special interest, note that we usually don't have a General Membership meeting in April of each year, because that's when we have our Annual Golf Tournament, which is April 27, 2016. Go ahead now and get these dates down in your calendar. These dates always appear at the bottom of this newsletter each month, as well as on the various meeting agendas. Needless to say, they are subject to change.

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CAHA HR Committee Meetings: *2016 Meeting Dates: January 14; March 10; (April 27, CAHA Golf Tournament); May 12; July 14; September 15; November 10 (Second Thursday of even-numbered months, 9 AM, subject to change.)*

CAHA Security Committee Meetings: *2016 Meeting Dates: January 20; March 16; May 18; July 20; September 21; November 16 (Third Wednesday of even-numbered months, 10 AM, subject to change.)*

Payroll Tax & Related Information for 2016

The IRS announced that several states will have a general FUTA credit reduction and employers in these areas will pay an additional federal unemployment tax. But there is good news in store for 5 states that will not experience a FUTA credit reduction: Indiana, Kentucky, New York, North Carolina, and South Carolina. These states paid off their loan

balance from the federal unemployment account so employers will not experience an additional draft in January 2016. And 14 states will have a higher state minimum wage starting next year, but North Carolina, South Carolina, and Virginia will not experience an increase.

And lastly in related news, the Affordable Care Act (ACA) automatic enrollment provision has been repealed. President Obama signed into law the two-year budget agreement, the Bipartisan Budget Act of 2015, which includes a health care-related section that repeals the automatic enrollment requirement under the ACA. Under ACA, employers with more than 200 full-time employees that offered job-based health insurance plans were required to automatically enroll their employees in a health insurance plan within 90 days of hiring. Employees would have had the right to decline coverage or select alternative policies, but in an opt-out manner rather than opt-in.

FreshDirect Offers KIY Meal Kits to Hotel Guests

Boutique hotel brand Affinia Hotels has partnered with leading US online grocer [FreshDirect](#) to provide their Manhattan guests with easy ready-to-make meals that are delivered straight to their rooms.

Because the rooms at Affinia come with fully-equipped kitchens, separate dining areas and outdoor patios, hotel guests are more than welcome to do their own cooking and have their meals in their suites. The set-up is especially convenient

and budget-friendly for guests who are staying for a few days or even longer.



Future CAHA Events

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Support Our Supplier Members:

Afterdisaster; Charlotte Paint/Pro-Tec Finishes; Ipswich Shellfish Group; 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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