

GREENING NEWSLETTER

PARTNER MEMBER SUCCESS STORIES

As usual, this September / October issue focuses on success stories of GHA's Charter and Partner Members. We are sharing these very successful stories with all members. You are all working very hard at being green, and sharing information will make it easier. We know you'll love reading these stimulating, interesting and very green stories! So, we begin again . . .

THE RAIN BARREL SOLUTION!

The **5-year PARTNER MEMBER Hyatt Regency Sacramento** has 503-rooms, 15-floors and a 1,200-seat ballroom which they love filling. Charlie Bane, Director of Engineering, sees that this Hyatt is exceptionally green. A few months ago, the Catering Department was approached by clients asking what they would do with the pitchers of ice water left on the tables after large dinners and events.

First, Charlie had to discover how many gallons of water and ice that might be—and found that it would be approximately 400 gallons a week. This is how the problem was solved, and an idea which any other hotel with a restaurant, meeting and/or ballrooms can mimic. Charlie bought four 33-gallon rain barrels and put them on big-wheeled casters so they could easily be moved. Staff was notified that after a dinner the pitchers of water along with all glasses of clean, unused water on the tables are to be poured into the rain barrels. The rain barrels are wheeled outside to water the lawn



and gardens or the barrels are wheeled to the back of the property where the water is pumped into the cooling tower. The cooling tower loses thousands of gallons of water a day via evaporation, so it can always use additional water. Their front lawn, gardens and interior plants can almost always use additional water as well.

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The best news is the fallout of this new measure, which is that Charlie says all the staff has become very enthusiastic about the challenge—especially so since they're in California. He says the rain barrels are now permanently placed outside the restaurants and ballroom, and they are filled almost every other day. Just as regularly as the rain barrels are filled with unused table water, they are emptied on the lawn and gardens or into the cooling tower. Terrific solution!

Asa Ransom House Country Inn A Green Hotel

A **PARTNER MEMBER since 2004, Asa Ransom in Clarence, NY**, continually works to be greener with its 10

rooms and restaurant. Robert Lenz, Innkeeper, says, "We started early—1975—recycling glass, plastic, metal and cardboard, and purchasing recycled paper for the office."

Here are other greening successes at their property:

- Front-loading Whirlpool Duet washers save 50% on water and 70% on soap while reducing drying time.
- Ecosmart and Cree soft-white LED bulbs replaced their CFL bulbs.
- Toilets are one-gallon Flushmate by Water Control International and 1.5-gallon Gerber.
- Soap and shampoo dispensers by Aviva Signature in their showers.
- Guests' option to reuse towels a second day saves water, soap and electricity.
- Pur filtered drinking water in glass bottles.
- Turning kitchen electric and gas appliances on as-needed only.
- Two tankless Tanagi T-K2 water heaters.
- Using green cleaning products such as Green Works by Clorox.
- Energy-saving 3M window film on west windows.
- Composting kitchen produce waste.
- Buffalo Niagara Riverkeepers rain barrels collect rainwater.
- Growing herbs for their kitchen.
- Investing in renewable wind energy through NYSEG billing.
- E-mailing their newsletter rather than mailing hard copies.

Their proudest achievement for 2015 is their Destination Charging via a Tesla Motors-sponsored dual-charging station. Electric charging is complimentary for dinner and room guests. Tesla offered to install the units complimentary at any of Select Registry's 300+ US members. SelectRegistry.com's properties are quality-assured bed and breakfasts, inns and hotels. Tesla wants to make travel easier for Tesla car owners, thus the offer.



Asa Ransom participates in the *Audubon Green Leaf Eco-Rating Program*. They are a member of *Pride of New York* (prideofny.com), a program promoting regional and local foods and products supporting the local economy while reducing fuel and environmental transportation use. They are also a member of the *New York Farm Bureau* (nyfb.org), a farmers' membership organization supporting farmers and preserving land for farming, ensuring a supply of local products. They also support the efforts of the *New York Wine & Grape Foundation* (newyorkwines.org) to promote the 406+ wineries and grape growers in NY. Their wine list features over 40 quality NY Wines.

Asa Ransom's management always welcomes any suggestions on other ways to lessen their carbon footprint. See more at asaransom.com.

COASTAL CHALLENGES

Rene Robles is general manager of **12-year PARTNER MEMBER Big Sur Lodge on the California coast** which has 61 one- and two-bedroom cottage-style rooms. Recently they replaced two 100-gallon hot water heaters with a tankless propane water heater. As a result, water bills and energy bills have been reduced considerably.

The property has also placed toilet tank fill diverters in older toilets which save about one-half gallon of water per flush. There is no watering of lawns since it's currently against the law in their area, which, of course, has resulted in a brown lawn. Towel and sheet cards ask that guests reuse towels and not have sheets changed every day. Lastly, a small but very important change—they serve only half-glasses of water on request only.

Horticultural Gallery Springs Up at The Hilton Chicago / Oak Brook Hills

2-year PARTNER MEMBER, The Hilton Chicago / Oak Brook Hills Resort & Conference Center, is committed to sustainability efforts that support its mission of becoming a uniquely green destination. These environmental practices are evident throughout hotel operations, but none more so than what's taking place outside on its grounds, comprised of a 150-acre Certified Audubon Cooperative Sanctuary and the Championship Willow Crest Golf Club. This year the multi-faceted resort announced a "Horticultural Gallery," on Earth Day. Spearheaded by a new full-time horticulturalist, Karen Paquin, the sustainable ecology aims to be the hospitality industry's premier Midwestern environmental showcase.



Unlike a typical art gallery, the Horticultural Gallery at Oak Brook Hills, an IACC Green Star/Gold Status property, presents a cutting-edge array of eco-friendly hospitality projects happening outside in real time, headlined by the resort's groundbreaking beekeeping program. The Horticultural Gallery is open to everyone to enjoy—from individual guests to client events. Paquin, who has been trailblazing in San Francisco's progressive horticulture scene for 25 years, wants visitors to be "blown away" by what's happening at Oak Brook Hills. "It's not just about plants," said Paquin, "it's about the habitat and ecology of the plants coming together. My goal is for guests to walk away with a new aesthetic for not only what's beautiful, but also what's in balance with our native region."

"Gardening is much more than a hobby to many," added general manager Stefan Mühle, who spent more than a decade conceptualizing, developing and managing green hotels in San Francisco while chairing the Sustainability Committee for the city's Hotel Council. "We feel there's a huge demand for learning more about techniques and approaches that have the potential to result in competitive and fiscal advantages while protecting the natural environment and respect for the local communities in which we operate."

The Horticultural Gallery at Oak Brook Hills has escalated throughout the season. Highlights include:

- Beekeeping Program: Hundreds of thousands of honey

bees are currently living and working on resort grounds. Managing the property's nine hives is Executive Chef Sean Patrick Curry (a.k.a., The "Beekeeper Chef"), who is sourcing honey for hotel culinary recipes and beeswax for natural hotel products, while the bees themselves are helping pollinate the Foodscaping and Chef's gardens.



- Monarch Butterfly Waystation: by planting Milkweeds and nectar source plants, Oak Brook Hills has created a butterfly habitat that promotes the migration of the Illinois State insect.

- "Foodscaping" Garden: an educational garden highlighting a new type of edible landscaping using vegetables in the landscape in an ornamental as well as a functional way.

- Chef's Garden: a garden that incorporates vegetables and herbs specifically for Executive Chef Sean Patrick Curry's "modern farm cuisine."

- Drink/Cocktail Garden: a garden containing herbs specific to infusions and cocktails for the hotel bar. Part of this plan also involves the planting of Elderberry bushes for a signature blend of house-made signature teas.



- Audubon education: members of Oak Brook Hills' horticultural and grounds team host local middle schools, educating students by discussing green initiatives and joining together for Audubon projects such as installing special landscaped areas.

- Prairie restoration: or prairie "reconciliation"—as Paquin puts it. The development of the native areas on the golf course are taking them back to the way they used to be.

- Native bird boxes: Screech owl boxes, hawk platforms and Bluebird boxes are being constructed and introduced around the estate to encourage native bird sightings and protected habitat.

- 5,000+ bulbs: planted around the property. After blooming each April, bulbs are dug up and transplanted into native/rough areas around the golf course to naturalize.

- Planting of fruit trees. Varieties include Chicago Hardy Fig, persimmon, pear and cherry. The harvest will be used in culinary and bar recipes.

- Continual division and relocation of existing perennials around the property: By making the perennial beds the best they can be, Paquin is helping to create a new esthetic in blooming gardens.

THOUSANDS OF SOUS CHEFS HELP AT SUBURBAN RESORT

Throughout more than 100 picturesque acres at the **PARTNER MEMBER Hilton Chicago / Oak Brook Hills Resort**, you will find beautiful greens, wildlife and more than a half million busy sous chefs.

Bees—and lots of them—busily prepare one of Executive Chef

Sean Patrick Curry's favorite ingredients: Honey. There are two yards of hives that contain 60,000 bees in each hive. It is a hobby Chef Sean started on his own and brought to the hotel. It is farm-to-table on a whole new level. Not only is honey front and center on the chef's menu, the bees have the veggies blooming too.



"They pollinate," Chef Sean says. "We have 100-plus acres out here, and they pollinate everything. We're seeing flowers pop up all over. The garden is lush, and that has a lot to do with

the bees naturally pollinating and taking it from one plant to another."

Chef Sean is replacing processed sugar with honey in any dish he can. Things like homemade granola parfaits, smoothies with honey and fruit from the garden and a regional cheese plate with honey comb. Menus are planned seasonally, and will eventually be sourced 50% on site and 50% local.

HERE, GUESTS ARE A PART OF OUR GREEN FAMILY

Traditionally, a resort will inspire guests with its sheer beauty and superb guest service. At **22-year CHARTER MEMBER Bucuti Beach Resort**, it's the resort that's left awestruck by its many guests who arrive and ask, "What can we do to help?"

Long before stepping onto Bucuti's powdery white sands, guests are introduced to the Aruba resort's significant green and sustainable initiatives through the website, social media, newsletters and blog. In return, the resort finds that guests are eager to engage and learn more about Bucuti's efforts so they can participate during their stay. Bucuti's management is humbled and proud to know that guests share their passion for nature and its beauty, and grateful to find they are eager to join the efforts from the time they pack their suitcases.

Bucuti, a worldwide sustainable tourism leader, is certified in Leadership in Energy & Environmental Design (LEED), Green Globe 21, ISO 14001 and Travelife Gold and holds the Green Globe High Achievement Award among other distinctions.

Bucuti was the very first Charter Member of Green Hotels Association® over 22 years ago. Led by founder and environmentalist Ewald Biemans, Bucuti is dedicated to protecting and preserving the environment and committed to raising awareness within the resort and community to foster sound environmental practices. While the resort has many behind-the-scenes green initiatives, it also involves guests in the efforts. Here are guests' favorite green initiatives for participation while vacationing at the Caribbean resort.



REUSE - Upon arrival each guest receives a reusable water canteen to eliminate the impact of waste and pollution caused by plastic bottles. Guests proudly tote the canteens throughout their stay, refilling them at the four on-property water fountains offering Aruba's clean, safe water. The resort is elated that guests consider the canteen a favorite vacation keepsake and choose to take their canteen home with them to continue their conservation efforts.

Bucuti and its sister property host approximately 193 guests

on any given day, for an annual total of 70,606 person-days of water consumption. Considering the recommended consumption of 64 oz. of water per person per day, Bucuti potentially reduces the number of plastic bottles by 774 per day or 282,424 bottles per year (based on a 16 oz. plastic bottle). In the 6.5 years since the program began, it's estimated with the help of its guests, this one small resort has kept nearly two million (1,835,756) plastic bottles out of Aruba's landfill.

RECYCLE - Bucuti has an extensive recycling system that includes placement and use of recycling bins throughout the property for glass, aluminum, paper and carton. Bucuti guests enjoy participating in recycling efforts and their positive impact doesn't go unnoticed. Every six months Bucuti conducts an audit to determine how much waste is recyclable and/or recycled at the resort. Bucuti recycles and reuses 60-70% of the hotel guests' disposed trash. Consequently only 30-40% reaches the island's landfill.

REDUCE - One of Bucuti's newest green initiatives invites guests to choose a *Green Stay*. An increasing number of guests are excited to participate in the *Green Stay* program, which includes reducing housekeeping service and turndown service to help the resort conserve natural resources by reducing energy, water consumption and the detergents used.

Participating *Green Stay* guests receive a credit of \$5 per night per room. Participation means Housekeeping service on Saturday and Wednesday only. Trash will be taken from the room daily, beds will be made (sheets not replaced), and the dehumidifier will be emptied daily. Turndown service is not included. The program is in an early stage of implementation and already enjoys a 15% guest participation rate.

UPCYCLE - As rewarding as it is to recycle, Bucuti found that its guests also enjoy its efforts to upcycle. Bucuti's Green Team organizes events several times a year, and we relish having resort guests act as judges during a lively exhibition and competition of recycled crafts created by Bucuti associates.

PROTECT - Bucuti is located on Eagle Beach where endangered Leatherback sea turtles nest. During turtle season, guests of the resort enjoy the magical experience of witnessing a turtle come ashore to lay eggs or the special moment when hatchlings emerge and begin the journey to sea. With the presence of beach signage designating nesting areas, guests become enthusiastic protectors of the sea turtles.



PRESERVE - Many guests are excited when their Bucuti vacation falls on the third Wednesday of any month. Guests team up with Bucuti's associates to join in the resort's 20-year-old monthly beach clean-up tradition. It's a fun time for all and a special opportunity for Bucuti associates to work side-by-side with guests to preserve the beach and marine life.

Bucuti weighs the amount of refuse collected on property, which averages 42 lbs. per month and totals more than 500 lbs. per year. As a result of this collaborative program, hundreds of guests have volunteered vacation time to help keep the beach clean of materials that wash ashore or blow into the water from the beach.

NURTURE - Guests often inquire how they can help the Aruba community. Bucuti is now a proud member of *Pack for a Purpose*, which gives arriving guests the rewarding opportunity to make a lasting impact on young lives in Aruba. By dedicating a small space in their suitcases, guests bring much needed supplies including school and art materials, solar lanterns and flash drives that are given to a local orphanage Bucuti supports.

Bucuti's management knows it takes everyone's commitment to realize green success. The constant outpouring of support from its guests—both on vacation and long after—humbly reminds them that even on its small Caribbean island, it's joined by others committed to making a positive difference in the world. And, that ranks right up there with other cherished vacation memories.

IRVING HOUSE'S GREEN TALKING POINTS

By Rachael Solem, Owner & General Manager

Among the many guests **11-year PARTNER MEMBER Irving House** accommodates are those who are environmentally conscientious and want to continue practicing their conservation efforts even when traveling. So we offer them many opportunities to do so: Composting their food scraps at breakfast, recycling their paper and plastic items, indicating they wish to reuse their towels, avoiding renting a car and walking or using public transit to their destinations.



On our web site we indicate that we are a Green Hotel, and have a list of ways we are currently operating that lets prospective guests know how they can participate, or at least what to expect.

Because Irving House is in Cambridge, MA, we have lots to do within walking distance. We provide maps and a bulletin board with a list of current events guests can reach by foot, bus or subway.

As an independently-owned hotel, Irving House has the control over all of our marketing and operations. We understand that people are visiting Cambridge to get an experience they would not get elsewhere. We therefore seek co-operative relationships with the cultural venues, restaurants and stores nearby, particularly those that are locally owned and independent, and we promote them to guests. This way, when people visit us, they are getting a true Cambridge experience.

Another way Irving House offers a true Cambridge experience is by buying local breakfast products as much as possible. So our jams and jellies come from Cape Cod, our baked goods are provided by independent vendors who respond to our requests for special products and changes in our menus. As much as possible we request organic products since more and more guests request them.

Some of our green operations are actually saving us money, of course, like energy conservation measures in our electricity use and heating systems. Some do not: We no longer offer water bottled in disposable bottles. We offer reusable bottles and cold, filtered Cambridge water. This reduces the plastic production, transportation and land use demands of disposable bottles.

The more we do, the more we see we can do, so the process

of changing our operations never ends. More and more I am keeping only electronic files, so I don't fill my file cabinets with paper. I request invoices be e-mailed to me where possible. Of course, we reuse paper for in-house printing, and use 100% recycled paper wherever possible.

Since 2009 we have hosted an array of solar thermal panels to heat our guests' hot water. This saves 15-30% in therm use—varying with season and weather.

Some of the furnishings at Irving House were found on the street and refinished and reupholstered by a local vendor who really appreciates old furniture. It is amazing to see the transformation. I have awakened some of my staff to the treasures to be found on the street.



Our housekeeping staff reuses old bedspreads (if we cannot donate them to charity), for pillows, chair cushions or headboard upholstery, which is done in-house.

Another way we can provide guests with a true Cambridge experience is by hiring locally as much as possible. Most of our employees are from Cambridge or nearby Somerville. They take public transit or walk to work, and Irving House subsidizes T passes for our employees. When guests need directions, or want to know of a good restaurant near somewhere they are going, chances are that we will know the best place to send them.

Irving House has had a recycling program for many years. With increased training of staff and enabling guests to participate in recycling and composting, Irving House has further reduced its waste stream from eleven 50-gallon barrels per week to seven. Guests can put their bottles, paper, cardboard and other recyclables in bins in the common areas. Guests also participate in composting at breakfast. By buying amenities in bulk, Irving House has reduced packaging by eliminating small containers. By buying more things locally and using canvas bags to carry them, we have reduced our corrugated and brown paper bag use. Irving House continues to seek ways to reduce packaging on purchased items and reuse more materials.

Use it up, wear it out. Make it do, do without. Nature, to be commanded, must be obeyed.

LEED GOLD CityFlatsHotel – Grand Rapids

One-year PARTNER MEMBER CityFlatsHotel – Grand Rapids, MI, opened as an independently-owned boutique hotel property in 2011. The hotel and restaurant occupy a renovated building and were designed to achieve LEED Gold certification, which was awarded in 2013. Since its opening, CityFlatsHotel has expanded with a ballroom in the adjacent renovated 1920's former bank space. The success of CityFlatsHotel Grand Rapids has been tremendous.



Locals in the Grand Rapids community and tourists have loved the concept, especially the eco-friendly mission of the hotel. Because of this, CityFlatsHotel has expanded again in 2015 with the opening of a blow-dry bar and three additional event spaces, each with green design, recycled materials and energy-saving programs.

Design and comfort features include cork flooring, reclaimed

woods, locally manufactured furniture, Michigan-made CityDrēm mattresses, naturally hypoallergenic bamboo linens, eco-friendly luxury bath products and custom tiled walk-in showers.

CityFlatsHotel uses innovative design, earth-friendly values, and personal service to give guests a unique hospitality experience.

NORDIC OCEANFRONT INN

The State of Oregon is an especially beautiful state in part because of its advanced programs relating to ecology and minimizing our carbon footprint on the Earth. In Lincoln City, where the **5-year PARTNER MEMBER Nordic Oceanfront Inn** is located, it is very obvious why ecology is so very important. The coast has brisk beach breezes and magnificent ocean waves which are a tribute to Mother Earth.



There are many things we have done to contribute to the reduction of the carbon footprint to keep the environment safe.

The Nordic Oceanfront Inn has changed many of our lighting fixtures to energy-saving versions. We use LED light bulbs, and we turn off the appliances when rooms are vacant to save energy. Our appliances are all EnergyStar rated. We have a towel-reuse program which reduces water consumption and energy use. We use Ecolab products for cleaning and laundry, which means no harsh chemicals are used at our hotel. We converted our swimming pool and spa to salt water, which is better for our guests' health and for the environment. Our guests appreciate all our environmental efforts.

INDEPENDENCE DAY TREE PLANTING

For the third year in a row **8-year PARTNER MEMBER Keys Hotel The Aures, Aurangabad, India**, planted tree saplings to celebrate the Indian Independence day last August 15—the country's 69th Independence Day. Fulfilling their commitment



to plant trees and as part of a CSR activity, they joined a local non-profit at a training center at Chowka Village. Keys Hotel The Aures began this initiative on Independence Day 2012.

After planting about 200 saplings, the team painted the interior of a temple community hall in Sarola Village near Sarola Reserve Forest with the help of villagers. Later that day the team trekked to the forest, and collected plastic waste along the way.

Those involved in this activity from Keys Hotel The Aures were Executive Director Sunil Choudhary, Managers Yuvraj Aman, Subrata Raj, Vishal Ashish and Sanjay Ganesh along with Supervisors Khalil Deepak and Shruti Vijay. A team from the non-profit headed by Mr. Ratan Ambhore and Dr. Suhas Ajaonkar joined the others. Villagers also got actively involved in this initiative.

The City of Santa Monica's Green Business Certification

Anne Carmack, Environmental Practices, at **11-year PARTNER MEMBER, The Ambrose Hotel, Santa Monica, CA**, writes that they're very proud to announce that they've earned Santa Monica's Green Business Certification for 2015-2016.

The Green Business Certification Program is a voluntary program that encourages businesses



to implement proactive actions that are good for their bottom line and the environment. The Santa Monica Green Business Certification Program is a collaboration between the City of Santa Monica, Chamber of Commerce, Convention & Visitors Bureau and Sustainable Works to certify and recognize green businesses in the Santa Monica community.

Only businesses with a commercial location in Santa Monica can apply. Businesses must fall under one of these sectors: Office, retail, restaurant, grocery, hotel, motel and arts and cultural facilities and must have a minimum of 2 employees. The cost for hotels to participate ranges from \$275 to \$650 depending on the number or rooms. After paperwork is completed, required energy efficiency, water efficiency and urban runoff inspections are scheduled. If the final onsite visit confirms all program measures are in place, the business achieves certification. Their goal is to identify as many sustainable tasks as are appropriate for the business' facility while practicing good business policy, good economic policy and good policy for posterity.

Benefits include recognition of the business with a graphic, decal, certificate, listings, a presence on various websites and in annual publications, cost savings, priority consideration for utility energy retrofit programs, discounted advertising and regular e-mail updates. To learn more, see smgbc.org.

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NOTE FROM Patricia Griffin, President, GHA. Each and every one of these member properties as well as all our Charter and Partner Members deserve a round of applause and a pat on the back. Please do take a bow. Please go look into a mirror, and blow yourself some kisses. You deserve it for your strong attention to greening all year long year after year!

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INTELLIGENT BLENDS JOINS GHA!

New ALLY MEMBER Intelligent Blends is an innovative manufacturer of single-serve K cup® beverages. Our products are uniquely eco-friendly being packed and sealed in our own award-winning recyclable pods. Reducing GHG emissions by up to 30% while maintaining a superior level of freshness makes our products speak volumes for sharing your brand's stance on sustainability and quality.



With single-serve as our sole focus, consider us your one-stop shop for all in-room coffee and tea needs. From sugars and straws to brewers and trays and everything in between, we've got you covered!

Roasted and blended by our 4th generation roast master, we offer a variety of gourmet coffees and fine teas to suit most taste preferences. We also specialize in creating custom blends and branded lids to showcase your distinct vision and taste.

Operating in a brand new energy-saving facility, our processes ensure a rich and delicious end cup that is sure to keep your guests loyal to your property. Contact us today to request more information and to request samples!

Contact John Lenz at 858/245-9265, e-mail john@intelligentblends.com or visit intelligentblends.com/hospitality to learn more.

Clear Ottawa of Canadian Geese via Drone?

Two years ago photographer Steve Wambolt pitched Ottawa city councilors on a plan to use his drone to take aerial photos of Ottawa. Instead, he is now using his drone where sound, decoys, dogs and sickly-tasting compounds failed, ridding the city beach on Petrie Island of geese that can each drop 2 pounds of poop a day. He now has big ambitions. He wants to clear Canada's capital of the Canadian goose, by creating a squadron of drones to be flown from strategic stations around Ottawa.



The Goosebuster, as Mr. Wambolt calls his drone, is 26" wide with six rotors. It has a number of modifications, including speakers that blast the sounds of predator birds, such as eagles, hawks

and buzzards, a strobe light and a coat of black paint. "They don't like the color black," he said.

The geese thrive among the manicured lawns of the golf courses and public spaces where they like to graze. Left unchecked, urban goose populations can double in size every few years, according to the City of Ottawa.

Ridding the parks of the droppings isn't just about aesthetics, Mr. Wambolt and others say. The waste can contain bacteria ranging from E. coli to listeria and can pose a health risk.

MacDonald, Alistair, "Even Canada's Most Fowl Take Flight When They Get a Gander at a Drone," *The Wall Street Journal*, August 14, 2015, p. A1

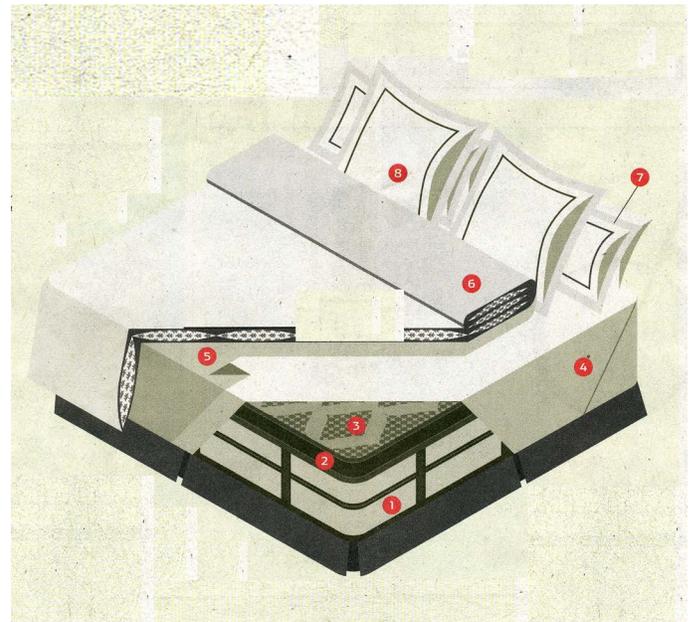
Pulling Back the Covers on the New Four Seasons Bed

This entry in the slumber showdown is a multi-layered extravaganza with zip-off, interchangeable mattress toppers intended to hopefully satisfy all sleepers. Four Seasons began to phase in the bed in 2014 and expects it to be fully available at most of its properties by 2017. For a deconstruction of the features, read on:

1. Mattress - The mattress and toppers were developed with the Simmons Bedding Company. A foot-thick base takes the place of the old-fashioned box spring.

2. Topper - The zip-off mattress topper in soft, medium or firm can be quickly customized to guests' preference. The most common choice, and the default are medium.

3. Mattress Pad - A lightly quilted, 50% cotton/50% polyester mattress pad remains on the bed and is not changed between

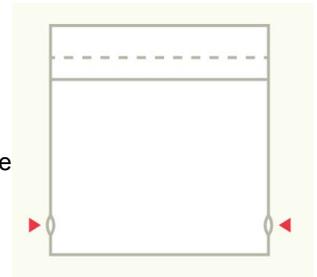


guests.

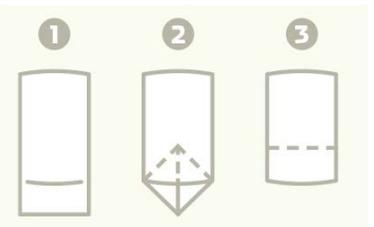
4. Flat Sheet - A flat sheet is tucked in tightly, with hospital corners. Like many hotels, the Four Seasons uses flat sheets because they're easier to put through a commercial pressing machine than fitted ones are (all of the sheets and pillow cases used in the company's hotel rooms are pressed in an industrial machine). To keep them from coming untucked, the hotel has them made extra-long on the sides.

5. Top Sheet - The first of two top sheets, a 300 thread-count cotton sateen, is folded with a special horizontal pleat at bottom to make room for guests' toes in the tightly tucked-in bed.

6. Duvet Cover - The duvet cover is changed between guests. An envelope-style flap at the top keeps the duvet itself away from the sleeper's face. A hand-size gap hidden along each side seam, a few inches from the bottom, helps save time for the housekeeper, who can reach inside the cover to align the bottom corners of the duvet. In all, it takes one housekeeper between 5 and 7 minutes to change the entire bed. The thickness of the down duvet depends on the hotel's location. Tropical resorts get a lighter version; the New York property uses a heavier one.



7. Pillows - Four king-size feather-and-down pillows are covered with a pillow protector and then extra-long cases. The ends are folded and tucked inside the pillows, creating an envelope pocket. For sanitary reasons, holding the pillow under the chin "is never an option" for housekeepers, said Leigh Gansberg, director of housekeeping at the New York property. Instead, they bend the pillow in half vertically and ease it into the case.



8. Pillows - Two large, square pillows (known as Euro-size) with shams, a new feature in the Four Seasons bedscape, will be added later this year.

Lipton, Lauren, "Sir, Wake Up. You've Been Asleep for a

Week, 'The Wall Street Journal, May 2-3, 2015, p. D4

Novel bandage tried on rhino

South African vets treat injuries from poachers

Veterinarians in South Africa have treated an injured rhino whose face was mutilated by poachers by fitting it with a bandage made of elephant leather. Dr. Johan Marais, an equine and wildlife surgeon at the University of Pretoria, said that he is experimenting with the elephant skin cover because plastic or fiberglass shields have proven too rigid. "We're looking for a material that's strong, lightweight but pliable," Marais said in a telephone interview with the Associated Press.



Marais, who got the elephant leather from a taxidermist, said it was ironic to use a part from one threatened species to treat an animal from another threatened species. Marais belongs to *Saving the Survivors*, a group that treats rhinos with poaching injuries. Group spokeswoman Suzanne Boswell Rudham said

the hide bandage was obtained by ethical means from a dead elephant that had not been poached or shot.

The 12-year-old female rhino with the elephant-skin bandage was shot August 5 in Pongola Wildlife Park in South Africa's KwaZulu-Natal province and poachers cut off one horn after the rhino collapsed, according to *Saving the Survivors*. The poachers apparently fled before cutting the second horn, possibly because the rhino got to its feet. They killed the rhino's 5-year-old calf and removed its horns.

Marais previously considered a shield made from the leather of a kudu antelope (not strong enough) or a hippo hide (too thick). He installed the elephant skin bandage with steel sutures and hopes it will last four to five weeks until a new bandage is needed.

Torchia, Christopher, "Novel bandage tried on rhino," *Houston Chronicle*, August 16, 2015

How guestroom phones have become multipurpose tools

While the guestroom telephones are not often used to make outbound calls in hotels in this cell phone age, they are still a vital part of guest satisfaction. Historically, local and long-distance calling were revenue generators for hotels but now guestroom phone manufacturers are finding new ways of keeping the guests happy. The role of the guestroom phone has changed, said Joe Zhang, president and CEO of Bittel Americas. "We are redefining what the guestroom phone is,"



he said. "How does the guest use that in-room phone? We now build guestroom phones to accommodate the guests' smartphones."

The guestroom phone now comes with USB ports to charge guests' cell phones. The hottest product for Bittel right now is its **all-in-one phone—it's a phone, clock radio and**

charging device with four USB ports, said Mitch Heinlein, vice president of sales and marketing for Bittel Americas. Guests bring an average of two to five mobile devices so guest connectivity requirements extend to smartphones, laptops, tablets and music devices so USB ports are a great feature to add additional relevance to the standby phone.

While more hotels are offering customer service through a hotel smartphone app and millennials in particular are using it, many older travelers naturally go to the guestroom phone, Heinlein said. Even for millennials, the phone is still the natural fit when in the room to reach the front desk. Some phones also offer Bluetooth speakers for music to provide better sound quality for listening throughout the room. "The vast majority of our guestroom phone efforts go towards supporting the guest mobile device," Heinlein said.

Guestroom phones are the practical product to communicate with the guest while at the hotel. "It is the primary manner in which a guest still communicates their needs to hotel staff, such as wake-up calls, dry cleaning pick-up, spa reservations, and such," said Chad Collins, senior sales director, Americas for the hospitality division of VTech Telecommunications Ltd.

The guestroom phone also will always be the default emergency call device by virtue of its ability to exactly pinpoint the room from which an emergency call is made, said John Grubb, vice president of sales and marketing for Cetis.

Hertzfeld, Esther, http://www.hotelmanagement.net/telephone-systems/how-guestroom-phones-have-become-multipurpose-tools-32001?utm_source=hm-tech-newsletter&utm_medium=newsletter&utm_campaign=esther_hertzfeld&utm_content=32001&mk_tok=3RkM MJWWfF9wsRouv67AZKXonjHpfSx%2F4%2BQIUbHr08Yy0EZ5VunJEU Wy0loESdQ%2FcedCQkZHblFbV4BTq24TaYnqqAL, July 23, 2015

Energy Management Systems Occupancy detectors save money, environment

By installing energy controls throughout a property, hotels can shed utility costs without compromising quality—and guests won't even notice. Energy controls have proven successful in guestrooms, but what money is there to be saved if installed in public areas?

According to Michael Serour, VP of sales and marketing for Verdant Environmental Technologies, a developer of energy controls and sensors, the biggest drain on hotel energy resources is unnecessary heating and air conditioning, and in addition to hotel guestrooms there are multiple public areas that can benefit from the use of these controls. Meeting rooms, which are usually only in use for a few hours at a time during the week, can be large energy drains if the heating or air conditioning is left on for long periods in anticipation of an event.



For these rooms, Serour says occupancy detectors that detect heat and movement are the best combination for deciding when guests are properly entering and leaving a room. "A simple motion detector has its limitations, but when you add other triggers to the detection process, such as body heat, the reliability of a device is enhanced significantly," Serour said.

William Fizer, president of infrared sensor developer Lodging Technology, agrees that sensing body heat is a key component to proper guest detection. Fizer also listed the hotel ballroom as a gigantic energy expenditure for hotels,

especially during a hotel's off-season. People walk through a ballroom and turn the thermostat up or down and don't come back to change it, and it stays that way for an entire season.

Often the most overlooked areas can result in the greatest savings. Storage areas for engineering, housekeeping equipment rooms and staff offices that lie unoccupied overnight could be receiving heat or air conditioning that is linked to thermostats choosing the temperature for other rooms, when their needs are small at best.

But not all areas of the hotel are best for energy management through occupancy detection. Hotels are often uninterested in shutting down energy, heat or lighting at any time in a lobby or F&B space, meaning energy sensors in those areas are a waste.

Mest, Elliott, Occupancy detectors save money, environment, <http://www.hotelmanagement.net/energy-management-systems/occupancy-detectors-save-money-environment-27816>, June 3, 2014

Energy Management Systems Sustainability in the Laundry Room

Advancements in washer and dryer controls are helping energy management in the laundry room, said Bill Brooks, national sales manager at commercial laundry equipment manufacturer UniMac. "Knowing how much water, electricity and time you're using on these cycles and being able to get your head around that is important," Brooks said. While a 10-minute change in a cycle or a water-level setting is not something a GM would usually be aware of, being able to track them allows GMs to make changes to control energy costs.

"I think, with some of the early sustainability programs, there was such a high cost to trying to be good stewards of energy, that it never produced a return," said Brooks. "But now as long as we can manufacture a product where there's an ROI, I think it's going to continue to grow, and the beauty of it is, with controls, you can always prove it."

Other recent developments in sustainable laundry equipment include moisture sensing on a tumbler dryer, which allows a dryer to stop when it senses a certain moisture level and avoid wasting energy on overdrying, Brooks said. Another older but popular solution is hi-G washing machines. By increasing the G-force at which the machines spin from 100Gs to 400Gs, hoteliers can cut the amount of water in a wet load of laundry from 100% of the load's dry weight to

60%, Brooks said. That means the dryer has to burn less energy to dry the load.

Leposa, Adam, Sustainability in the Laundry Room, <http://www.hotelmanagement.net/energy-management-systems/sustainability-in-the-laundry-room-26750>, Hotel Management, February 20, 2014

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FINAL WORDS . . .

"When we tug at a single thing in nature, we find it hitched to everything else in the universe.

John Muir