

Winter 2023

INN

TOUCH

The Management Magazine of Wisconsin's Lodging Professionals

**When to
Replace
Used Linen**

**Mobile-Based AI Learning
Platforms are Transforming
the Hotel Industry**

**Lodging Industry Can
Expect Still-Squeezed
Profits As Recovery
Continues In 2023**

**WHLA
Event Recap**

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A CHAT WITH THE CHAIR

Happy New Year One and All – Welcome to 2023!

I have the privilege to serve all of our members this year as WHLA's Board Chair as we embark on the implementation of our new five-year strategic plan. As the association and our businesses continue to rebuild from the impact of COVID-19, WHLA's Strategic Planning Task Force has created a new vision statement, mission statement and four strategic initiatives to move our organization forward.



As with any product or service, enhancing the value is always top of mind as we decide on what to spend our hard earned dollars on and WHLA is no different. To be relevant, our association needs to grow, adapt and reimagine who we are and how we can enhance the value of your membership. Stay tuned for new educational and network offerings and some new initiatives delivering that enhanced value to you, our member.

WHLA has always had a voice in Madison. The office receives calls weekly from legislators, other state-wide associations, and other industry professionals asking for our opinion as it relates to advocacy efforts. The association's work in Madison is never done and in this critical time in our industry, our voice in Madison has never been more important. The daily efforts of Kathy Kilgore and Bill Elliott impacts your business and its bottom line. What could be more of an enhanced value than more dollars in your bank account? Well, room tax dollars

being spent in your local communities for tourism related efforts...driving more heads in beds and even more money to your bottom line. That would not be possible without the tireless efforts of our association. We owe all of the prior board members a great big THANK YOU for establishing the foundation of our current room tax laws. However, we have more work to do and we need all of our members to be actively involved in our efforts on the state and their local levels.

No industry has been harder hit than hospitality, as it relates to employment. It is the vain of every operation post-COVID; to establish a stable workforce at our properties, delivering the stellar service Wisconsin hospitality has been known for over the past 150+ years. The association will be working hard lobbying the Madison legislature, beginning to build new employment initiatives with our educational members to change the image of hospitality and build a new and vibrant workforce in the future. Hospitality has and always will be about the people. We need new, energized faces to deliver hospitality for years to come.

Let's be honest, no organization can function without strong fiscal backing. Our ancestors saw to it from the beginning and our past and current leaders of WHLA still hold fiscal responsibility is a top priority. The association will review all of our savings and investment strategies as we move through 2023, safeguarding our reserves and continuing to ensure our association thrives for decades to come.

Starting with this month's board meeting, our quarterly board meetings will look a bit different. Restructuring how we do business in an effort to impact more of our members throughout the year is one of our strategic tactics to achieve our overall strategic goals. We will invite all of the membership to an education program in the afternoon, followed by a networking event/dinner at each of our scheduled meetings. A vibrant hospitality industry, enriching lives and strengthening communities starts with coming together! We need you – members and non-members to find the enhanced value in WHLA membership and that first comes from education. Who are we? What do we do? What is the ROI? How do I get more actively involved? And what can I do for my industry?

The answer to all of the previous questions can be answered by attending one of our 2023 board meetings. Whether you attend one in your area or venture out and join us in another great part of the State of Wisconsin, I look forward to meeting some new friends in 2023!

Jon Jossart

2023 Board Chair
WHLA Board of Directors

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PRESIDENT'S CORNER

Welcome to the Winter issue of InnTouch! WHLA is off to a great start this year at several different levels, and we have our new strategic plan to thank for a lot of it. In the last issue of this magazine I shared the strategic plan overview, and now we're already starting to see some of the practical applications driving value to WHLA members.

First off, we scrapped the way we've conducted our committee meetings over the past several decades. Why? There were several reasons, but first and foremost it came down to member engagement. We wanted to give members in every corner of the state the ability to participate and engage with the association, and to make that happen we moved away from our in-person committee meetings. Now if you volunteer to serve on a committee, which you are welcome to do at www.wisconsinlodging.org/volunteer, you are signing up to join a 1 to 2 hour zoom call several times per year instead of a 1 to 2 hour meeting that you may have to drive across the state for. This has already brought in a lot of new faces to our committee structure, and I think that we'll see some of that fresh perspective pay off in areas like legislative engagement and conference and education programming.

That change also gave us the opportunity to focus on another piece of our strategic plan — finding ways to help members engage locally during the year. Now when our Board of Directors gets together, we don't have a day of committee meetings beforehand. In January we rolled out our first Lodging Insight day, which was held in Beloit the day before our board meeting. You can read more details about that on pages 11–12, but the strategy behind this is to give lodging professionals more opportunities to learn and connect throughout the year, while also giving them access to network with the WHLA leaders. Our Beloit event had stronger than expected attendance and received rave reviews. Be sure to save the dates of May 23 in Eau Claire and September 27 in Green Bay.

What's next? There's a lot as we hash out all of the details from our plan, but one key focus is to make sure that we maximize member engagement around our advocacy work. Please be sure to sign up for our WHLA Action Day in Madison on March 7, 2023. If you are interested in advocating at all levels, you can also join us for AHLA's Hotels on the Hill Day from May 15–17, 2023.

We hope when this year is up you'll be able to look back and see that there were more opportunities than ever to leverage your WHLA membership in order to advance our industry and your career. Please, get engaged!

Kind regards,

Bill Elliott, CAE
WHLA President & CEO



MEET OUR TEAM

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Lodging Industry Can Expect Still-Squeezed Profits As Recovery Continues In 2023

By Justin Randall, HUB International

Wisconsin's hospitality industry continues to participate in the recovery from the after-effects of the COVID-19 pandemic, but operators shouldn't get too comfortable.

The economy's uncertain. Inflation — and the steady ratcheting up of interest rates in response — is keeping the pressure on costs. And then there's the never-ending battle to fill employee ranks. Hospitality is not yet out of the woods.

Here's what the industry can expect for 2023:

Recovery can't offset squeezed profit margins — yet

Various trendlines have been positive for hospitality during 2022. Wisconsin continues to outpace the national average for **travel spending** compared to its 2019 performance as the state's increased investment in support of the tourism economy pays off.

Still, the recovery has been spotty, with tourist centers benefiting from recreational travel gains, while business hubs have paid for a slower business travel comeback. For example, **room tax collections** for recreational centers such as Lake Delton and Minocqua grew 22.2% and 21.8%, respectively, in 2021 from 2019 levels. Madison and Milwaukee, though, saw decreases of 36.1% and 30.3%.

Nationally, hotel and lodging industry revenue continues the rebound and room revenue is expected to reach **\$188 billion in 2022**, 11% ahead of 2019. Still, adjusted for inflation, it's unlikely to surpass pre-pandemic levels until 2025.

What's hobbling the industry is the combination of rising costs for labor, food, beverages, and other supplies against the backdrop of supply chain shortages. **Wages alone** have jumped nearly 18% from 2019 levels. The result is diminished profits.

Just as concerning is the trickle-down effect of inflation. As interest rates rise to hold it in check, many operators are scrambling to refinance their debt. More worrisome is the number of projects currently and potentially to be put on hold due to money's cost. That has broader economic implications given the investment needed to build a new hotel or resort.

Adding to the pressure are rising insurance costs. Properties with liquor liability or live entertainment exposures, or with amenities like spa services, can expect to pay up to 20% more for insurance in 2023.

Pain points and perils for 2023

The labor shortage will continue to be one of the hospitality industry's biggest challenges: The nation's **restaurants are short 750,000 workers** compared to 2019 levels; hotels are short 400,000

workers, as **87% of lodging operators** report staffing shortages.

The industry's best chance at counteracting the trends is to make jobs well worth employees' while. Wages are part of the equation, of course, but there's more to meeting the challenge. It will include a focus on improved benefits. And more scheduling flexibility would help, too.

As employers take a hard look at their benefits packages, they should consider deepening trends around personalized benefits — designed around employees' individual needs — that deliver a quality employee experience. That's how hospitality organizations will create a workplace populated by loyal workers and more attractive to prospective employees.

Security is also a pressing concern — especially as technology solutions are helpful in overcoming staffing shortfalls. The hospitality industry is a top target of cybercriminals given its access to enormous amounts of personal customer data.

Many hospitality franchisers require their franchisees to have cyber insurance, but it is hard to secure, and very costly. **Some observers** expect the number of businesses that can't afford it or are denied coverage to double in 2023. Underwriters will be looking for hospitality businesses to have proven

cybersecurity practices in place: security audits, multi-factor authentication, and employee training among them.

Finally, those properties in areas prone to catastrophes like floods, fires, hurricanes, and tornadoes should be prepared for a tough environment for property insurance in 2023. Rates are expected to increase by 5% to as high as 20% in the most vulnerable regions.

Ensuring building resiliency and maintenance will show that risks are being managed. Those with a proven risk management strategy, including a post-disaster recovery plan, will be best-positioned with underwriters.



About the Author

Justin Randall leads the Hospitality & Real Estate Practice for global insurance brokerage Hub International's Wisconsin Region, focusing on leading client strategy in those verticals. Justin's 10 years of experience encompasses leading client engagements, advising clients on all aspects of insurance, risk management and overall enterprise growth. Justin works with several different franchises including clients with more than nearly \$2B in revenues. Justin is an active member of the Wisconsin Restaurant Association as well as a participant in the American Hotel & Lodging Association. Mr. Randall holds a Bachelor's Degree in Business from Edgewood College in Madison, WI.

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WHLA Event Recap

By Monica Goeke, CAE (WHLA)

WOMEN IN LODGING GATHER FOR LUNCH AND DEI DISCUSSION

Over 30 hospitality professionals gathered at the Ironworks Hotel – Beloit last week to discuss how women can advance their personal careers and those of women across the hotel industry at the Wisconsin Women in Lodging (WWIL) Luncheon, part of WHLA's Lodging Insights Day — Beloit.

Held from January 25 at the Ironworks Hotel – Beloit, the event featured a panel of hoteliers from across the state, including Kristina McConnell, Regional Director of Sales for Aimbridge Hospitality, Katie Neufeld, General Manager of the Kimpton Journeyman Hotel in Milwaukee, Lynn Richardson, Assistant General Manager of Lake Lawn Resort in Delavan. WWIL Chair Krissy Sigmund, Vice President at Chula Vista Resort served as the event host and moderated the panel discussion titled "How Diversity Impacts Your Operations".

LODGING INSIGHTS DAY

WHLA's new live event series — Quarterly Lodging Insights — kicked off on January 25 at the Ironworks Hotel – Beloit! Over fifty WHLA members, prospective members, and industry supporters gathered for industry focused education and professional networking.

WHLA Board Chair Jon Jossart (Ambassador Hotel – Milwaukee) welcomed attendees to the event, sharing information about the formation of this new event series. "WHLA recently went through a strategic planning process, and we found one area where we could make a real difference is by giving the lodging industry more opportunities to connect and engage throughout the state," Jossart said. He continued, "So these regional events were born, bringing together our Board of Directors with our local members and friends."

The event began at 1:00 pm, and featured four timely educational sessions addressing topics of key concerns for Wisconsin lodging owners and operators.

Working Across Generations: We Prepared for the Millennials.... Now What?

Generation has been a popular lens through which many organizations have viewed their workforce. But as the workforce grows more complex, employers must prepare for a workplace with a variety of generations working together.

During this session, Carmen Smalley, CMP, CHE, Instructor and Lead Faculty of the Hospitality and Events Management program at the Milwaukee Area Technical College shared information Generation Z and the Alpha Generation, comparisons of the Baby Boomer Generation and Generation X, and ideas on how different generations can work together successfully.





Back to Basics: Revenue Management.

WHLA associate member IDEaS sponsored and facilitated an interactive roundtable discussion featuring the key pillars of revenue management. Led by IDEaS' Anthony Rose, CRME, session attendees discussed strategies and tips to help drive revenue to their properties' bottom line.

WHLA lodging members Jacob Davis (Lake Lawn Resort), Brandon McConnell, CHA (Lake Lawn Resort), Kristina McConnell (Aimbridge Hospitality) and Krissy Sigmund (Chula Vista Resort and AmericInn Wisconsin Dells) lent their expertise as moderators during this session.

Local Advocacy Issues in Southern Wisconsin

The third session of the event placed a spotlight on the local tourism leaders in Southern Wisconsin and their instrumental role in advocacy. Attendees gained a deeper understanding of the important work local CVBs play within the community, and why these groups are instrumental in advocating at the local level on behalf of the broader tourism industry.

Erin McDonald Geronimo Hospitality's Vice President of Lodging Erin McDonald moderated this panel discussion featuring Stephanie Klett, President & Chief Executive Officer, VISIT Lake Geneva, Christine Rebout, Janesville Area CVB Executive Director, and Celestino Ruffini, Visit Beloit President & CEO.

Wisconsin Advocacy Update

Industry advocacy continues to be the heartbeat of WHLA, and over the course of the last several years it's proven to be more important than ever. During the closing session, presenters explored the successes of our advocacy efforts and discussed the priority issues for the next legislative session.

Dave Sekeres, General Manager of Lake Lawn Resort moderated this session featuring WHLA President & CEO Bill Elliott, CAE and WHLA contract lobbyist Kathi Kilgore, Swandby/Kilgore & Associates, Inc.

Evening Events

Following a full afternoon of education, attendees came together at The Porch at Merrill Houston's Steak Joint at the Ironworks Hotel for a cocktail reception sponsored by Visit Beloit. Conversation

and drinks were plentiful, and local elected officials Wisconsin State Senator Mark Spreitzer and State Representative Clinton Anderson were in attendance and spoke to the group.

To cap off a full day, participants were treated to dinner on the roof at Hotel Goodwin with drinks sponsored by Geronimo Hospitality.

Future Lodging Insights Events

The next Lodging Insight Day will be held on May 23 at the Metropolis Resort in Eau Claire. For more information on this event series visit WisconsinLodging.org/innsights.



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When to Replace Used Linen

By Standard Textile

It's no secret that **hospitality linens** don't last forever. Even the most durable bedding and towels must eventually be replaced due to high usage and harsh industrial laundering. Whether due to a stubborn stain, a tear, or discoloration, it is important that your laundry and housekeeping staff know when to replace used linen.

WHAT ARE THE DANGERS OF NOT REPLACING USED LINEN?

Replacing used linen too late results in a negative guest experience. Bed and bath linen will be touched by your guests for a significant portion of their stay. Because of this, they will also be closely scrutinized. If frayed towels or stained bedding make their way to guest rooms, you might receive complaints or negative online reviews. The cost of negative reviews can be extensive, with a recent article by **Customer Alliance** stating that hotels can risk losing up to 22% of bookings due to negative reviews. For these reasons, perhaps more than any other room amenity, overused linen is a liability to your guest experience.

IS IT POSSIBLE TO REPLACE USED LINEN TOO SOON?

Our outside textile consultants visit hotel laundries nearly every day. One of the most surprising discoveries they have made is that linen items are often discarded well before the end of their useful life. While you never want to replace used linen too late, it is also possible to discard items too soon. Minor stains, frays, and unraveled hems are often correctable. And even varying levels of whiteness that are

obvious in the laundry room are often impossible to see when the product is in the guest room. Knowing which imperfections are acceptable will enable your laundry staff to extend the useful life of your linen and keep your cost per use as low as possible, without affecting your guest experience.

COMMON SIGNS OF AGING LINEN:

Download our **quick reference guide** or read on to learn some of the most common warning signs of aging linen:

- **Frays or unraveled hems:** Frays or unraveled hems can be one of the first signs of linen wear. This can be caused by a variety of factors — loosening of the weave over time, laundry damage, or friction from heavy use. Under the right circumstances, repairs can be attempted by snipping frayed ends and re-stitching unraveled hems.

***IMPORTANT:** Some linen products are delivered with “sew offs” or fly yarns that stick out of the hem. This is a result of manufacturing and will shrink in after a few washes. We do not recommend trimming these sew offs to avoid product damage.*

- **Tears and Snags:** Tears and snags can be caused by burrs in the wash wheel or dryer drum as well as a result of high extraction forces. Aside from laundering, general handling can cause snags and tears, such as loading and unloading from laundry carts, sharp edges on laundry chutes, and abrasion caused by guests (jewelry, towel

racks, luggage, etc.). While tears require immediate replacement, snags (especially on towels) can be carefully snipped to extend service life.

- **Thinning:** Another telltale sign of aging linen is thinning of the material. This can often be noticed by holding the product up to a light source. As linens thin, the chances of tears in laundry or during ironing increases. Products which have noticeably thinned should be discarded.
- **Loss of Softness:** Over time, linens can lose their soft hand and begin to feel rough or scratchy. This is typically caused by laundry damage and is a major source of guest linen complaints. Discard scratchy linens immediately to avoid a negative guest experience. If this problem persists, we recommend reviewing your laundry processes for possible causes.
- **Stains/Chemical Damage:** Stains are often recoverable and can be caused by any foreign substance, such as cosmetics or food and drinks. Separate stained items and treat together. If stains are not removed during this initial wash, do not dry as this can set in the stain. Treat stain and re-wash. **Chemical damage**, on the other hand, is permanent and is typically caused by direct contact with laundry or pool chemicals.
- **Discoloration:** Over time, a noticeable change in color will occur in linen products. This can be caused by laundry chemicals as well as a phenomenon known

as **redeposition**, which occurs when a substance from the wash water gets “redeposited” onto the textile item. Minor discoloration is often unnoticeable in guest rooms; however, major discoloration is cause for removal from service.

DOES YOUR PROPERTY HAVE A LINEN POLICY?

How many snags on a towel are acceptable? When should a discolored piece of linen be replaced? Should you try to repair frays or unraveled hems? Every property will answer these questions differently depending upon their budget and guest expectations. A well-defined linen policy is crucial. It should include:

- How to handle linen throughout the **laundry** and housekeeping process
- **Storage conditions** and par levels
- How to address stains and when to give up on **stubborn stains**
- What level of damage is allowable and when/if repairs should be attempted
- What level of discoloration is acceptable?
- Example photos showing acceptable and unacceptable linens

A well-written linen policy acts as a training guide for your staff and ensures your used linen is discarded at the proper time. Adoption of your linen policy will maximize useful life while also avoiding a negative guest experience caused by unsightly linen.

ULTIMATELY, THINK LIKE A GUEST

As you consider your linen replacement policy, put yourself in your guests' shoes. Looking at the towel or sheet in front of you, ask yourself: “Would seeing this linen in my hotel room cause me discomfort? Would I think less of the property?” If your answer is “yes” or even “maybe”, then it is time to say goodbye to that sheet or towel.

There is no one-size-fits-all answer for when to discard used linen. However, by considering your guest expectations, following your linen policy, and carefully watching for the warning signs of aging linen you can create your own unique answer to this complex question.

WHAT TO DO WITH OLD LINEN?

Now that you've decided when to discard used linen, what do you do when it is finally time to say goodbye? If you are simply tossing your old linen



products into the trash, you are missing out on a great opportunity to donate to a local charity or nonprofit organization who can reuse these products in the community. Research what options exist in your community and take a **sustainable approach** to your used linen.

BONUS: TIPS FOR EXTENDING THE LIFE OF YOUR LINEN

We sat down with our very own laundry experts to discuss how to extend the life of your hotel linen. Here were their top tips:

- **Rinse Thoroughly:** Ensuring proper rinsing will extend the life of your linens by removing any residual chemicals which can weaken the cotton fibers over time.
- **Maintain Par Levels:** A proper par level means your linens have a proper rest and storage period, which allows the cotton to re-hydrate and avoid premature wear.
- **Consistent Laundry Process:** Optimize your laundry chemistry for your specific linen types. Divide towels, sheets, and other items into separate loads. Finally, **treat**

stained items immediately and wash separately.

- **Don't Over-Dry:** Over-drying leads to shrinkage and causes cotton to become brittle. This can cause a loss of softness and a shorter product lifespan.
- **Repair Minor Damage:** Your laundry staff can attempt to snip loose ends, frays, and snags. Unraveled hems can be stitched back together. These techniques can improve the look of the item with minimal effort, however, they should be done cautiously, as it can affect the construction of the item and cause further damage over time.

***IMPORTANT:** Some linen products are delivered with “sew offs” or fly yarns that stick out of the hem. This is a result of manufacturing and will shrink in after a few washes. We do not recommend trimming these sew offs to avoid product damage.*

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Mobile-Based AI Learning Platforms are Transforming the Hotel Industry

By Paul Cardis, On3.ai

Mobile-based AI learning platforms for employee training have become increasingly popular in recent years, and for good reason. These platforms offer a number of advantages for hotel operators looking to onboard their employees faster and with greater retention. In this article, we will explore some of the key benefits of using a mobile-based AI learning platform for the hotel industry compared to traditional in-person/classroom training.

One of the primary advantages of mobile-based AI learning platforms is their accessibility. With a mobile-based platform, employees can access training materials and resources from anywhere, at any time. This is particularly useful for hotel employees, who are often on the move and may not have regular access to a computer. A mobile-based platform also allows employees to complete training tasks and quizzes on their own schedule, rather than having to attend scheduled training sessions (often training after-hours getting up to speed faster).

Another benefit of mobile-based AI learning platforms is the personalized learning experience they provide. These

platforms use AI algorithms to analyze the performance of each employee and adjust the training materials accordingly. This ensures that employees are only presented with the information they need to know, rather than being overwhelmed with irrelevant information. Additionally, mobile-based AI learning platforms can provide real-time feedback and coaching to employees, helping them to improve their performance and better understand the material.

Mobile-based AI learning platforms also offer cost savings for hotel operators. Traditional employee training methods, such as in-person job shadowing and classroom training, can be expensive and time-consuming. With a mobile-based platform, hotel operators can provide training to employees at a fraction of the cost of traditional methods. Additionally, mobile-based platforms can be used to train new employees more quickly and efficiently, on average reducing the time and resources in half required to get them up to speed using traditional means.

Another benefit of mobile-based AI learning platforms is the ability to track and measure employee progress





using video. These platforms allow hotel operators to ask employees to record answers vs. traditional multiple choice tests. This progress in real-time, allows managers to quickly identify areas where employees are struggling and provide additional support as needed. This can be particularly useful for hotel operators looking to improve the subtle performance of their employees like service skills and detailed tasks, and ensure that they are ready to provide the best possible service to guests.

Overall, mobile-based AI learning platforms are an effective tool for hotel operators looking to train their employees. These platforms offer a number of advantages, including accessibility, personalized learning experiences, cost savings, and the ability to track qualitative employee progress. By using mobile technology, hotel operators can improve the performance of their employees, reduce costs, and provide guests with the best possible service. As a result, mobile-based AI learning platforms are a valuable investment for any hotel operator looking to improve the performance of their employees and drive business success.

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Paul Cardis has over 30 years of experience in learning and leading technology companies. His latest company On3 (on3.ai), was named the 2022 Most Innovative Startup by the National Association of Home Builders (NAHB) at the International Builders Show. Today, On3 serves the medical, construction, hospital-ity, and manufacturing industries. Currently his company serves several publicly traded companies and many privately owned companies throughout America providing customized learning and knowledge platforms.

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	2022	% Chg	2022	% Chg	2022	% Chg
United States	53.6	0.6	146.72	8.1	78.63	8.7
East North Central	45.3	0.0	110.67	7.1	50.14	7.1
Wisconsin	41.5	0.8	114.19	6.4	47.36	7.3
Milwaukee	44.2	5.1	108.77	7.2	48.06	12.7
Madison	40.4	9.5	98.81	8.1	39.94	18.4
Wisconsin North Area	34.4	-4.1	101.74	7.3	35.00	2.9
Wisconsin South Area	39.3	5.2	145.48	6.6	57.23	12.1
Green Bay	44.2	-0.2	144.98	-0.9	64.04	-1.1
Appleton/Oshkosh	44.6	0.7	105.72	5.5	47.14	6.2
Wausau/Stevens Point	41.0	-4.2	101.40	8.8	41.62	4.2
Eau Claire/Menomonie	40.8	-6.9	97.30	7.1	39.70	-0.3
Janesville/Racine	46.0	13.9	109.57	1.7	50.39	15.8
La Crosse	41.6	-39.2	94.68	2.5	39.39	-37.7

YTD - DECEMBER 2022					
Occupancy %		Avg. Daily Rate		RevPAR	
2022	% Chg	2022	% Chg	2022	% Chg
62.7	8.9	148.83	19.1	93.27	29.8
57.6	10.1	123.86	17.7	71.36	29.5
55.3	12.3	124.12	10.1	68.65	23.6
56.8	16.0	121.50	12.1	68.98	30.1
57.1	24.4	127.08	22.3	72.57	52.1
51.8	6.9	114.92	3.4	59.55	10.5
53.6	8.6	151.38	6.0	81.07	15.1
55.7	10.2	127.38	15.4	70.97	27.2
56.7	14.1	110.43	14.2	62.63	30.3
51.7	18.3	100.96	15.5	52.25	36.6
53.3	9.2	102.13	9.6	54.48	19.6
56.5	9.9	120.18	6.3	67.94	16.8
61.2	3.2	104.81	10.0	64.17	13.5

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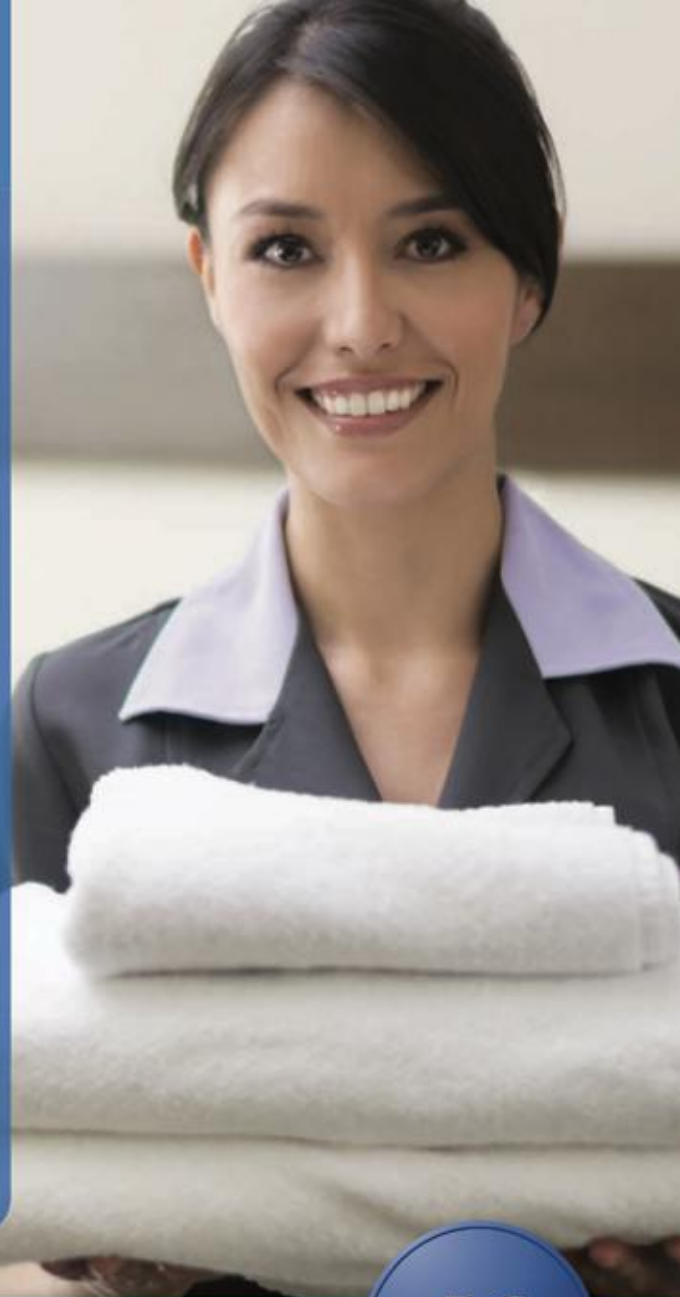
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