

A PASSION FOR HOSPITALITY

JUNE 2019

HOTELS

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The HOT Issue

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FEATURES



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F&B

Alt-meats have become hotter than ever with companies like Accor, Hotel Icon and Kimpton getting in on the action. And when it comes to the growing lifestyle segment, the importance of solid F&B cannot be underrated.

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▶ DESIGN

Hotels are moving more toward communal hubs, whole rooms dedicated to a single concept (such as vegan), and properties in dense city neighborhoods where guests don't mind smaller rooms for the tradeoff of being near top attractions.

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▶ TECHNOLOGY

Last year saw the biggest data breach in hotel history, and the problem isn't going away any time soon. One tech expert offers a way forward. And as Siri makes herself at home, other AI devices and apps are talking their way into guest rooms and getting smarter and more personal in the process.

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▶ OPERATIONS

The labor shortage is in a crisis and hoteliers are continually operating with short-staffed properties. While hotels need to be competitive in pay and benefits, the industry needs to tout the perks, including career advancement opportunities which should be central to any great culture.

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▶ WELLNESS

If health is the new wealth, hoteliers are getting rich. We have our eye on everything from sleep to medical tourism and fitness. Wellness is the way of the future.

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▶ SUSTAINABILITY

With scientists around the world warning that a reckoning is coming in about 10 years regarding global warming, hotels leading the way need to go more public with their sustainability stories — bringing guests along for the journey, continuing to innovate and conveying urgency without panic.



About the cover

With US\$225 million in funding to date, Selina has been designed for digital nomads who call anywhere their office. Launched in 2015 in South America and today based in New York City, Selina operates 46 locations in 13 countries, with over 22,000 beds open or under conversion. It combines private and shared rooms with co-working spaces like this one in Cartagena, Colombia, as well as F&B, wellness, retail and local experiences. Leadership aims for 130,000 beds in 400 properties by 2023.

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