



From the Editor

by William D. Frye, Ph.D., CHE

*Another great article from The Rooms Chronicle® the #1 journal for hotel rooms management! ***Important notice: This article may not be reproduced without permission of the publisher or the author.*** College of Hospitality and Tourism Management, Niagara University, P.O. Box 2036, Niagara University, NY 14109-2036. Phone: 866-Read TRC. E-mail: editor@roomschronicle.com*

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As many of our long-term readers know, my role as the executive editor of *The Rooms Chronicle*® is somewhat of a second full-time job for me. My primary occupation is as an educator. Though a former hotel general manager, I hold the position of associate professor in the College of Hospitality and Tourism Management at Niagara University. It is here where I conduct research and outreach in hotel operations and educate future lodging managers.



In my advocacy as a professor, I am pleased to share the expertise of three of Niagara's graduates in this issue. Each has distinguished themselves commendably as a hotel manager in a short period of time and shares their wisdom with you here.

In our lead article, Michelle McLaughlin, the general manager at the Courtyard by Marriott in Syracuse, NY reveals what she has learned about hosting youth sport groups and their families in the hotel. Undoubtedly, this is a daunting task for any select-service manager to fathom. Michael Hensel, the operations manager from the same hotel, educates us about a unique but reliable source of housekeeping labor that has helped his hotel drastically lower employee turnover and improve quality and cleaning efficiency. Also, Elizabeth Kozlowski, who is an assistant housekeeping manager at the five-diamond Four Seasons Hotel New York, shares her pearls of wisdom on maintaining hotel carpets.

Finally, TRC founder Aleta Nitschke and I have co-authored a recently released housekeeping operations textbook that incorporates content and full text articles derived from over 100 TRC articles that have been published in our 16 year history. Information about the new textbook is enclosed.

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Executive Editor