



## From the Editor

*Another great article from The Rooms Chronicle<sup>®</sup>, the #1 journal for hotel rooms management<sup>®</sup>! \*\*\*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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It is that time of year, what I refer to as the “silly season” for hotels. Properties are starting to wind down towards the end of what is usually a busy Summer travel season and assess their profit potential that will need to carry them through the leaner seasons of Fall and Winter. It is also the time where we start to hear legendary stories of transgressions that have been committed against hotel properties; everything from families that have damaged guestrooms to outright theft of hotel property by guests and even employees during these tough economic times.



In this issue of *The Rooms Chronicle<sup>®</sup>* we share some of these outrageous stories. Our lead article discusses the myriad of hotel pranks that have permeated the industry recently. Unfortunately, guests and employees alike have fallen prey to con artists who have persuaded them to engage in some unthinkable acts out of fear and pressure. TRC security expert Jim Stover calls our attention to recent embezzlement and credit card fraud schemes that hoteliers should be on the lookout for. TRC veteran Ray Ellis reminds us about the current resurgence of media “stings” that have been implemented recently and are designed to gather audience viewership as these news outlets attempt to portray security procedures in hotels as lax and unsafe. And don’t miss the article on our back cover about the guest that “borrowed” 63 towels and 370 bags of coffee from the hotel they vacationed at.

Indeed, this current recession has made it very difficult for hoteliers to grow their occupancy or generate new streams of revenue. But it does enable us to shift focus temporarily and examine how hotels can seek out ways to minimize operating expenses and operate more efficiently and cost effectively. We hope you will consider some of our suggestions.

William D. Frye, Ph.D., CHE  
Executive Editor