



From the Editor

*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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At first glance, this issue of *The Rooms Chronicle* may seem a bit morose as articles discussing slip, trip & fall accidents, employee theft, dead guests, parking structure liability, and the need for increased security measures at some hotels are presented. While these are certainly not everyone's favorite subjects, the knowledge derived from each are vitally important to maintaining a hotel's reputation and, to some extent, its financial survivability in tough economic times. I am confident you will find value in this information that many hoteliers do not usually consider on a regular basis.

Also put forward for your examination are topics related to marketing hotel services and amenities using a hotel's in-house wireless portal, as well as realizing significant cost-savings achieved both through a highly efficient linen program and also a revolutionary hotel parking fluorescent lighting system. Finally, Ask Gail provides recommendations addressing the topic of guests who bring in food and beverages from outside the hotel.

All in all, a wide array of information for your consideration as we start off the new year.



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