

FROM THE HISTORIC HOTELS



THE ROYAL HAWAIIAN, A LUXURY COLLECTION RESORT (1927)

HONOLULU, HAWAI'I

NOVEMBER 1-4, 2016

WHY YOU SHOULD ATTEND THE 2016 ANNUAL CONFERENCE

- · To participate in the only conference tailored for historic hotels
- To learn ways to leverage your historic assets
- · To differentiate your historic hotel against other contemporary hotels
- To build new revenue-generating strategies
- To network with your peers from other historic hotels and resorts

Experience the Aloha Spirit with Historic Hotels. *The Pink Palace of the Pacific,* **the 2014 Historic Hotels Resort of the Year, welcomes you to this year's conference.**

REGISTER TODAY HistoricHotels.net/Hawaii • 202-772-8000

Early bird conference registration and limited special hotel rates end August 31





n behalf of our Board of Advisors, the 2016 Host Committee, and our Historic Hotels of America and Historic Hotels Worldwide associates, we invite you to join us at the Historic Hotels 2016 Annual Conference, November 1 – 4 at The Royal Hawaiian, a Luxury Collection Resort (1927) in Honolulu, Hawai'i. Over the last eight months, we have been working with a tremendous group of leaders from historic hotels in Hawai'i to plan this year's conference and secure a number of outstanding keynote speakers. Please join us in extending a giant Mahalo (thanks) to the enthusiastic members of the Host Committee: Chair Cheryl Williams, General Manager, The Royal Hawaiian, a Luxury Collection Resort (1927); Lawrence Hanson, General Manager, Moana Surfrider, A Westin Resort & Spa (1901); Debi Bishop, Managing Director, Hilton Hawaiian Village[®] Waikiki Beach Resort (1955); and Craig Anderson, VP Resort Operations, Mauna Kea Resort (1965).

We know how busy you are whether you are an owner, managing director, general manager, or member of the senior leadership team of your historic hotel(s). Any time spent away from your hotel must provide you with a significant return. The 2016 Annual Conference will do that and more. We have speakers and break-out panels for owners, general managers, and asset managers. Likewise, we have speakers and break-out panels for senior sales, marketing, and revenue leadership. You will use this time to learn new ways to leverage the unique assets and competitive advantages of your historic hotel. Currently, we have more than 20 keynote speakers and subject matter panelists who will cover a wide variety of topics ranging from selling romance and experiences, implementing successful digital marketing and social media strategies, and partnering with local preservation and cultural-oriented organizations to leverage your sales and marketing budget. Leaving Hawai'i without at least three takeaways will be impossible. Of course, the valuable networking time with other owners, general managers, and sales and marketing leaders of historic hotels is priceless.

Please take a moment to read this brochure of our annual conference highlights and visit **HistoricHotels.net/Hawaii** to see the most updated agenda, speaker bios, exclusive tours, and to register. In addition, I invite you to visit **HistoricHotels.org/Awards** to submit nominations for the prestigious Historic Hotels 2016 Awards of Excellence. We are accepting nominations through August 12. We will honor all nominees and award winners at the Historic Hotels Annual Awards of Excellence Ceremony and Gala Dinner on November 3 in the Monarch Room of The Royal Hawaiian.

Warm regards,

Larry

Lawrence P. Horwitz Executive Director Historic Hotels of America and Historic Hotels Worldwide

FEATURED KEYNOTE SPEAKERS & SUBJECT MATTER EXPERTS



The keynote speakers and subject matter experts for this year's conference will provide you with suggestions, ideas, and best practices specifically tailored to leveraging your historic assets and generating new revenues for your respective historic hotel.

Partial list:



Craig Anderson VP Resort Operations, Mauna Kea Resort (1965)



Leah Bernstein President-Emeritus, Mountain Apple Company



Raymond Bickson Principal & CEO, Bickson Hospitality Group



Debi Bishop Managing Director, Hilton Hawaiian Village® Waikiki Beach Resort (1957)



Lynn Blocker Krantz *Director,* Matson Archives



DeSoto Brown Author, Historian, Bernice Pauahi Bishop Museum



Donne Dawson Hawai'i's State Film Commissioner, State of Hawai'i



Kiersten Faulkner Executive Director, Historic Hawai'i Foundation



Jamie Ford Award-winning Author, The New York Times Bestseller



Frank Haas President, Marketing Management, Inc.



Robert lopa President and Principal, WCIT ARCHITECTURE



Vic Kimura Senior Vice President, Kyo-ya Management Company Ltd.



Stephanie Meeks President and Chief Executive Officer, National Trust for Historic Preservation



Mary Philpotts McGrath ASID, Founder, Philpotts Interior



Charlene (Cha) Thompson Chief Executive Officer, Tihati Productions



Cheryl Williams General Manager, The Royal Hawaiian, a Luxury Collection Resort (1927)



Philip Wood Managing Director, The Jefferson, Washington, DC (1923)



Mark Woodworth President, CRBE-PKF Hospitality Research



Tuesday, November 1: Opening Reception

6:00 pm: Opening Reception -The Tastes and Sounds of Hawai'i

Connect with Owners, General Managers, Asset Managers, and Sales and Marketing Leadership

2016 Awards of Excellence Nominees Recognized and Honored - *Hosted by The Royal Hawaiian, a Luxury Collection Resort*

Wednesday, November 2: Keynote Speakers & Presentations

6:45 am: Sunrise Hawaiian-Style Breakfast

Improve Your P&L: Network for Ideas to Increase Your Revenues and Decrease Operating Costs & Trade Show

Meet the Conference Sponsors -The Royal Hawaiian, a Luxury Collection Resort

7:45 am: General Session - Monarch Room, The Royal Hawaiian, a Luxury Collection Resort

Host: Larry Horwitz, Executive Director, Historic Hotels of America and Historic Hotels Worldwide

Hawaiian Blessing and Opening Ceremony: Kehaulani Kam, Director of Cultural Services, Starwood Hotels & Resorts Waikiki

Welcome Remarks: Joe Vezzoso, Chairman, Board of Advisors, Historic Hotels of America; Cheryl Williams, General Manager, The Royal Hawaiian, a Luxury Collection Resort; John Ueberroth, Chairman, Preferred Hotel Group

Engaging a More Diverse Community in Saving Places That Matter: Stephanie Meeks, President and CEO, National Trust for Historic Preservation

Stewardship of Historic and Cultural Treasures: Vic Kimura, Senior Vice President, Kyo-ya Management Company Ltd.

Sponsors and Exhibitors Introductions: Erin Ross, Director, Marketing and Partnerships

Networking Break

The Cultural Legacy of Seattle's Historic Panama Hotel: A Story that Preserves and Promotes: Jamie Ford, Award-winning Author, *The New York Times* Bestseller

These stories, these bits of history, can't be manufactured — they're earned over time and should be celebrated. The Panama Hotel has now been visited by more than 400 book clubs (some from as far away as Norway and Italy). It was designated by the U.S. Secretary of the Interior as a National Historic Landmark in 2006, and in April 2015 the National Trust for Historic Preservation named the Panama Hotel a National Treasure. Learn why people come to these places to become a part of that history.

ATTENDEES WILL LEARN:

• The historic Panama Hotel: From a working man's hotel to a National Treasure.

• Historic hotels that Jamie Ford has visited on tour and why they resonate with guests.

• Every hotel has a story; how to tell your hotel's story, and how to get others to tell it too.

Selling Romance is Profitable: Exploit Your Historic Assets and Your History: DeSoto Brown, Author, Historian, Bernice Pauahi Bishop Museum, Founded 1889

11:50 am – 1:00 pm: New Member Recognition Luncheon - Moana Surfrider, A Westin Resort & Spa - Sponsored by Coca-Cola®

Host: Heather Taylor, Manager, Marketing Communications, and Michael DiRienzo, Director, Sales & Development

1:15 pm – 3:00 pm: (Optional) Academies: Workshops Designed for Immediate Impact and Profitable Results - Moana Surfrider, A Westin Resort & Spa

Select Academy #1 or Academy #2

Academy #1:

Restoration vs. Renovations vs. Operations - Recommended for Owners, GMs, Asset Managers, Management Companies

Chair: Kiersten Faulkner, Executive Director, Historic Hawai'i Foundation

Subject Matter Experts: Robert Iopa, President of WCIT ARCHITECTURE; Mary Philpotts McGrath, ASID, Founder, Philpotts Interiors

Retaining and celebrating authentic character is fundamental to a successful historic hotel, along with meeting modern expectations for comfort and convenience. Sometimes those goals are in opposition, while other times they are complementary. This Academy will talk about different approaches to preserve and rehabilitate historic hotels, given the tension and trade-offs between authentic characteristics, guest expectations, budget, and time. The session emphasizes lessons learned on how to work with professionals to ensure the project goes as needed.

ATTENDEES WILL LEARN:

 How to identify and define character-defining features, including changes over time that may have become historically significant in their own right.

• How to prioritize areas to be preserved and areas that can be modified or altered.

• How to select the most appropriate preservation treatment type for both minor (maintaining/sustaining) and major (rehabilitation/restoration) projects.

 How to select preservationqualified architecture/engineering/ design/construction firms to ensure appropriate treatment, and how to work with them.

Academy #2:

Innovative Initiatives to Reinvigorate Your Sales & Marketing Strategy: Storytelling in the Digital Marketplace - Recommended for Sales, Marketing, and Revenue Leadership

Chair: Michael G. Troy, Director of Field Marketing, Starwood Hotels and Resorts

Subject Matter Experts: Malia Zannoni, Field Marketing Manager, Starwood Hotels and Resorts; Dara Young, Director of Public Relations, Starwood Hotels & Resorts Waikiki; Stephanie Lapsley, Director of Sales and Marketing, Palace Hotel San Francisco, A Luxury Collection Hotel

Networking Break

Select Academy #3 or Academy #4

Academy #3:

How to Leverage Your Local Culture in Your Guest Experience - Recommended for Owners, GMs, Asset Managers, Management Companies

Chair: Frank Haas, Principal, Marketing Management, Inc.

Subject Matter Experts: Larry Hanson, General Manager, Moana Surfrider, A Westin Resort & Spa; Charlene (Cha) Thompson, Chief Executive Officer, Tihati Productions; and Leah Bernstein, President-Emeritus, Mountain Apple Company

A stay in a historic hotel can be just the beginning of a deeply engaging guest experience. This Academy will explore how supplemental activities and sensations can set your historic hotel in a rich cultural context. Using historical interpretation, local music, and cultural entertainment and activities, you can provide your guests with a better appreciation of how a historic hotel delivers a unique understanding of its cultural setting. The result can be higher guest satisfaction, differentiation of your social media exposure as compared with your competition, engaging your local community, and ultimately higher revenues.

ATTENDEES WILL LEARN:

How to develop programs for guests to explore the history and cultural context of the hotel property.
How music and entertainment can enhance and deepen the guest experience.

How cultural presentations can provide guests with stories about the place that they are visiting.
How to avoid missteps when incorporating local culture into the guest experience.

Academy #4:

Best Practices for Celebrating Your Milestones: 50th, 100th, 250th... -Recommended for Sales, Marketing, and Revenue Leadership

Chair: Vicky Kometani, Public Relations Director, Mauna Kea Resort

Subject Matter Experts: Lynn Swann, Director, Marketing & Communications, The Omni Homestead Resort; Lorry Mulhern, General Manager, Green Park Inn If a milestone is approaching, how do you tackle and take full advantage of the moment in time? Learn about surrounding yourself with experts, creating a strong team, delegating tasks, and creating a manageable process to help you with promoting your milestone. Historic Hotels have many best practices to share with member hotels, from creative marketing initiatives to the timing to start the planning process. The timing is right now to start thinking about your next milestone, whether its for a major milestone or celebratory milestone like the hotel's 90th.

ATTENDEES WILL LEARN:

How the celebration can build

brand awareness.

• How you can build customer and team member loyalty, and engage the local community.

Ideas for the planning process.
Ideas to put heads in beds, provide incremental revenue, and have a positive impact on the bottom line.

5:00 pm: Private VIP Reception and Viewing of the History Wall** Waikiki Starlight Luau**

Hilton Hawaiian Village® Waikiki Beach Resort

8:30 pm: Optional Activity: After-hours Networking, Meet the Speakers: Vintage 1901 at the Banyan Tree, Moana Surfrider, A Westin Resort & Spa

Thursday, November 3: Keynote Speakers & Presentations

6:45 am: Sunrise Hawaiian-style Breakfast

Improve Your P&L: Network for Ideas to Increase Your Revenues and Decrease Operating Costs & Trade Show

Meet the Conference Sponsors -The Royal Hawaiian, a Luxury Collection Resort

7:45 am: General Session The Royal Hawaiian, a Luxury Collection Resort

2016 in Review and Preview of 2017: Larry Horwitz, Executive Director

CRBE-PKF Historic Hotels Forecast 2017-2022: Mark Woodworth, President, CRBE-PKF Hospitality Research

Expand Your Hotel Brand Using Your Treasured Memorabilia and Nostalgic Stories: Lynn Blocker Krantz, Director, Matson Archives, Licensing, and Product Development, Matson Navigation Company

Lynn Blocker Krantz works as an archivist and licensing expert for the Matson Navigation Company, responsible for popularizing their historical passenger ship brand, Matson Lines. Matson Navigation Company owned and operated a fleet of Matson Lines cruise ships, the most famous being the *S.S. Lurline*, that traveled from the mainland to Hawai'i from the 1920s to the 1960s. Matson built The Royal Hawaiian Hotel in 1927 to expand their luxury accommodations beyond the sea to the shore. Matson's successful ad campaign captured the romance of Hawai'i and the South Pacific as exotic destinations and was instrumental in creating a wave of tourism. Hotels with a rich and vibrant history can develop their brand with a similar strategy.

ATTENDEES WILL LEARN:

 How to build an archive for your hotel that can be used to create thematic exhibits that tell stories using vintage photographs, brochures, and advertisements.

• How to expand the hotel brand by using your archive and logo to set up a licensing program for appropriate products, which might include clothing, home décor, collectibles, etc.

• How to capitalize on publicity for the exhibits in order to expand your hotel brand and potentially bring new guests to your hotel.

• How to consider a strategic partnership with a compatible company, as Matson and The Royal Hawaiian did, if it makes sense and both partners can see the mutual benefit.

Building a Profitable Partnership with Your Local Preservation Organization -Kiersten Faulkner, Executive Director, Historic Hawai'i Foundation

Historic hotel owners, managers, and operators are not only part of the visitor industry, but also have a role in the greater historic preservation community. Historic buildings and sites are legacy properties that often contribute to local—and even national or global—architectural history, cultural identity, and community fabric. While efforts to preserve, protect, and celebrate historic places begin within the property boundaries, they can also be expanded to do much more for the host communities.

ATTENDEES WILL LEARN:

How to develop a partnership, strong communications and a working relationship with a preservation organization and other community groups.
How to address and reconcile differences between a focus on stewardship and a focus on commercial enterprise.
How to find mutually beneficial ways to work together on stewardship, authentic experiences, and community engagement to find the triple bottom-line in economics, environment, and community.

Networking Break

Create Distinctive Guest Experiences; Exploit Your Hotel's Emotional Equity: Raymond Bickson, Principal & CEO, Bickson Hospitality Group

Building the Emotional Connection with Guests and Your Community - The GM's Perspective: Chair: Raymond Bickson, Principal & CEO, Bickson Hospitality Group Subject Matter Experts: Cheryl Williams, General Manager, The Royal Hawaiian, a Luxury Collection Resort; Larry Hanson, General Manager, Moana Surfrider, A Westin Resort & Spa; Craig Anderson, Vice President, Resort Operations, Mauna Kea Resort; Debi Bishop, Managing Director, Hilton Hawaiian Village[®] Waikiki Beach Resort; Philip Wood, Managing Director, The Jefferson, Washington, D.C.

Hollywood Loves Historic Hotels; How Historic Hotels can Partner with the Film & Television Industry: How to Maximize the Benefits and Minimize the Risks -Donne Dawson, Hawai'i's State Film Commissioner, State of Hawai'i

Hollywood has had a love affair with historic hotels that dates back more than a century. Historic hotels give Hollywood the ideal movie set. From the first Academy Awards ceremony in 1921 at the Hollywood Roosevelt, to the filming of Somewhere in Time at the Grand Hotel, Mackinac Island, to The Great Gatsby filmed at OHEKA CASTLE and The Plaza, to the epic premiere of the hit show Mad Men that was shot at The Royal Hawaiian, a Luxury Collection Resort. So how do historic hotels get production location managers to knock on their door? How do you get them to behave so you don't alienate your guests? The wrong script or film can severely injure a hotel's reputation.

ATTENDEES WILL LEARN:

How to interface with State and County Film Commissions or Film Offices in your region to connect with the industry.
What goes into a great FAM tour to attract production location managers?
"Know the Script" and what to watch out for when drafting location agreements and hosting productions on your property, and how to negotiate effectively.
Outreach to the industry. The value of taking out ads or listings in trade

of taking out ads or listings in trade magazines, film festival programs, production directories that showcase your property and list the film/TV credits for productions that have shot there.

2017 Annual Conference Announcement

12:30 pm: Historic Milestones & Celebrations and Best Practices Awards Luncheon -The Royal Hawaiian, a Luxury Collection Resort -Sponsored by Standard Textile

6:00 pm: 2016 Annual Awards of Excellence Ceremony and Gala Dinner** - The Royal Hawaiian, a Luxury Collection Resort

Friday, November 4: Post-Conference Events Visit HistoricHotels.net/Hawaii

Visit mistorici lotels.net/nawa

*Agenda is subject to change

**Events open to guests of registered attendees

PRE-CONFERENCE ACTIVITIES AND EXCLUSIVE TOURS

Monday, October 31

9:30 am – 1:30 pm Optional Tour: Historic Homes and Gardens of Nu'uanu***

An exclusive tour of Nu'uanu will include a journey along Old Pali Road, constructed by hand in 1897, through the lush, green valley that has been a respite from the hot coastal areas for centuries. A place of cool water, Nu'uanu is also home to a vibrant community of distinct architectural styles, including early 20th-century residences, notable temples and shrines, many of Honolulu's consulates, and a royal palace. The tour will combine historic information on sites along the route with gracious hospitality at private homes.

- This excursion includes:
- Lunch catered at a historic home
- Transportation from The Royal Hawaiian, a Luxury Collection Resort
- Souvenir copy of "Hawai'i's Historic Corridors" Booklet
- Expert Guides
- · All fees, taxes, and tips

Cost: \$170

This tour will have a maximum of 15 guests. Reservations with a credit card are required. No refunds for cancellations.

Excursion organized by Historic Hawai'i Foundation and Pacific Islands Institute.

3:00 pm Optional Historic Tour of the Moana Surfrider, A Westin Resort & Spa

4:00 pm Optional Historic Tour of The Royal Hawaiian, a Luxury Collection Resort

5:30 pm Optional Activity: Aha Aina, A Royal Hawaiian Luau*** The Royal Hawaiian, a Luxury Collection Resort

Tuesday, November 1

8:30 am – Noon Pre-Conference Workshop: Maximizing Your Membership Benefits

In-Depth Orientation for Leaders Who are New to Historic Hotels

In-Depth Orientation for Leaders of Historic Hotels Who Have Recently Joined Historic Hotels of America and Historic Hotels Worldwide

9:30 am – 1:30 pm Optional Tour: Monarchs & Missionaries: Heritage of the 19th Century***

Visit two fascinating museums that showcase significant events and people of 19th-century Honolulu. Started in 1821, the Hawaiian Mission Houses include the oldest houses in Hawai'i and share the stories of the American missionary influence on the Islands. Built in 1882 as the



official residence of Hawai'i's monarchy, 'lolani Palace is a marvel of opulence, innovation, and intrigue. Discover these National Historic Landmarks with expert guides.

This excursion includes:

- Lunch catered by Chef Mark Noguchi at Mission Social Hall
- Transportation from The Royal Hawaiian, a Luxury Collection Resort
- Expert Guides
- · All fees, taxes, and tips

Cost: \$150

This tour will have a maximum of 22 guests. Reservations with a credit card are required. No refunds for cancellations.

Excursion organized by Historic Hawai'i Foundation and Pacific Islands Institute.

11:00 am – 3:00 pm Optional Tour: The Architecture of Downtown Honolulu***

Experience Honolulu's architecture spanning two centuries through a walking tour of the Capital Historic District and the Central Business District. The Downtown tour provides an opportunity to discover masterpieces of Hawai'i's architectural history and to discover the ways these exquisite buildings reflect the people and events that shaped Hawai'i. The walking tour with expert guides includes the exteriors of 23 downtown Honolulu buildings, including the original First Hawaiian Bank Building, 'Iolani Palace, Kawaiaha'o Church, YWCA at Laniakea, the Alexander & Baldwin building, and the State Capitol.

This excursion includes:

- Lunch at Café Julia located in historic Laniakea (1927), the Julia Morgandesigned YWCA
- Transportation from The Royal Hawaiian, a Luxury Collection Resort
- · Expert guides
- Souvenir map
- · All fees, taxes, and tips

Cost: \$130

This tour will have a maximum of 22 guests. Reservations with a credit card are required. No refunds for cancellations.

Excursion organized by Historic Hawai'i Foundation and Pacific Islands Institute.

3:00 pm Optional Historic Tour of the Moana Surfrider, A Westin Resort & Spa

4:00 pm Optional Historic Tour of The Royal Hawaiian, a Luxury Collection Resort

***Optional "no host" activities require advance registration and purchase

Please note that all tours organized by the Historic Hawai'i Foundation and Pacific Islands Institute will provide transportation by mini-bus. Excursions will include walking, short hikes, standing, stairs, and uneven surfaces. Walking shoes and weather-appropriate attire are recommended. Excursions are rain or shine.

Awards of Excellence

IN RECOGNITION AND CELEBRATION OF THE FINEST HISTORIC HOTELS IN HISTORIC HOTELS OF AMERICA AND THE FINEST HISTORIC HOTELS IN HISTORIC HOTELS WORLDWIDE



NOMINATIONS

Nominate an outstanding hotel or hotelier by visiting HistoricHotels.org/Awards

DEADLINE: AUGUST 12, 2016

CATEGORIES INCLUDE:

Historic Hotels of America New Member of the Year Best Social Media of a Historic Hotel Sustainability Champion Best Small Historic Inn/Hotel (Under 75 Guestrooms) Best Historic Hotel (76-200 Guestrooms) Best Historic Hotel (201-400 Guestrooms) Best Historic Hotel (Over 400 Guestrooms) Best City Center Historic Hotel Best Historic Resort Hotel Historian of the Year Best Historic Restaurant in Conjunction with a Historic Hotel Legendary Family Historic Hoteliers of the Year Ambassador of the Year (Quarter Century Service) Historic Hotelier of the Year

Historic Hotels Worldwide

Best Historic Hotel in Europe Best Historic Hotel in Asia/Pacific Best Historic Hotel in the Americas

To be nominated, the hotel must be a member of Historic Hotels of America or Historic Hotels Worldwide and be an industry leader in the designated award category. There is no limit to the number of entries that can be submitted. Supporting documentation is not necessary but strongly encouraged.

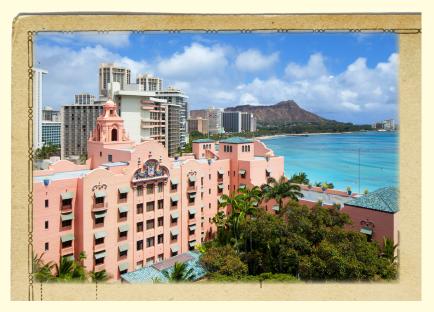
CEREMONY WILL BE HELD ON NOVEMBER 3, 2016 AT THE ROYAL HAWAIIAN,

A LUXURY COLLECTION RESORT (1927) HONOLULU, HAWAI'I





Save by reserving your guestroom now. Call The Royal Hawaiian at +1 808 921 4621 and reference the Historic Hotels Annual Conference Group to receive the group rate of \$250 per night plus applicable taxes for the Historic Garden View rooms. The group rate is available from October 28 to November 7, and is subject to availability.



THE ROYAL HAWAIIAN, A LUXURY COLLECTION RESORT 2259 Kalakaua Ave Honolulu, Hawai'i 96815 +1 808 921 4621



REGISTER TODAY · HistoricHotels.net/Hawaii · 202-772-8000

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