

HISTORIC HOTELS
of AMERICA
National Trust *for* Historic Preservation®



ANNUAL VENDOR GUIDE
2017-2018



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HISTORIC HOTELS
of AMERICA
National Trust for Historic Preservation®



2017 Annual Conference

The Omni Homestead Resort (1766)

Hot Springs, Virginia | September 26-29, 2017

WELCOME

The Annual Vendor Guide from Historic Hotels lists sponsors and exhibitors at the 2017 Historic Hotels Annual Conference at The Omni Homestead Resort in Hot Springs, Virginia.

This guide is an easy reference to use when looking for a specific product or service. Each vendor lists special benefits exclusive to Historic Hotels of America and Historic Hotels Worldwide members.

All of these vendors support Historic Hotels of America and Historic Hotels Worldwide by exhibiting at the Historic Hotels Annual Conference or sponsoring a function. To thank them for their support, we encourage you to patronize them when making purchasing decisions.

HISTORIC HOTELS CONTACT

STEPHANIE CALHOUN, SENIOR MANAGER MEMBER SERVICES & SUPPORT

+ 1 202 772 8336 | SCALHOUN@HISTORICHOTELS.ORG

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**ACFN**

www.acfn-atm.com
+1 888 794 2236 ext 8757

Representative:

Mark Gregory
*Regional Manager
Strategic Partnerships*
mark@acfn-atm.com

ACFN

ACFN is the largest provider of ATMs to hotels in the US with 1,750+ hotels in our network and more joining each month. We understand the hospitality industry and have the resources and flexibility to provide the services you need seven days a week, 365 days a year, including weekends and holidays.

Benefits to Members:

- No Cost ATM Program
- On-Screen Advertising
- No Hassle Placement
- No Minimum Transaction Quotas
- Wireless ATM Option
- 24/7 Monitoring
- Generous Profit Sharing
- Personalized Service
- Custom Cabinetry
- Insurance Coverage



ASTOR
CHOCOLATE

Astor Chocolate

www.astorhospitality.com
+1 732 901 1000

Representatives:

Brian Garrett
*Vice President Hospitality
& Foodservice*
bgarrett@astorchocolate.com

Barry Sussman
Director of National Sales
bsussman@astorchocolate.com

ASTOR CHOCOLATE

Astor Chocolate is a leading purveyor of Belgian chocolates and gourmet snacks. For more than 65 years, we've celebrated our heritage by upholding the standard of innovation and quality. Le Belge Chocolatier, located in Napa Valley, blends European tradition with Belgian chocolate and the freshest ingredients inspired by the region.

Benefits to Members:

- Enjoy 10% off any new products placed during the Annual Conference or by October 10th
- Special offer to members: Free set up for custom chocolate plaque of hotel logo or property. Works in our VIP Executive boxes (\$100 value)
- \$250 off set up fee for plate charges. Can be used towards sleeves, foils or hot stamp



BCV

www.bcvsocial.com
+1 312 203 9561

Representative:

Michael Byrne
mbyrne@bcvevolve.com

BCV

BCV is the leading provider of tech-enabled social media solutions to the hospitality industry and the only provider with the capacity to monitor the social universe 24/7. Our comprehensive solution is supported by proprietary technology that allows us to drive ROI, provide unparalleled guest interactions, mitigate negative guest experiences, assess channel growth and provide robust reporting for our hotel partners.

Benefits to Members:

- Historic Hotels Members enjoy special discounted pricing- 15% off standard rates



Biscayne Hospitality

www.biscaynehospitality.com
+1 858 699 6314

Representative:

Javed Bhaghani
javed@biscaynehospitality.com

Biscayne Hospitality

Biscayne Hospitality is recognized as a leading provider of well-built custom furniture. We are committed to providing exceptional service, exceeding expectations, and delivering top quality products on schedule and within budget. We are able to produce furniture with a residential feel to match any aesthetic- and we do it well.

Benefits to Members:

- 20% off freight of first custom furniture order placed by owner or operator
- No Minimum on any order



Coca-Cola®
www.coca-cola.com
+1 773 251 9419

Representative:

Ashley Strobe
Senior Sales Executive
astrobe@coca-cola.com

Coca-Cola®

Coca-Cola can customize a beverage program for your hotel including over 80 ways for your guests to hydrate, energize, relax, nourish or enjoy every drop of life. Over half of Coca-Cola’s products are low-calorie soft drinks, juices, sports drinks, energy drinks, water and Coca-Cola now offers vitamin water beverages.

Benefits to Members:

- New much lower pricing on bottled beverages and discounted fountain pricing
- Legacy Fountain equipment loaned at no charge
- The highest priority national account status
- A dedicated National Account Team to address all your needs in addition to the local Coca-Cola Bottler
- Coca-Cola Freestyle Incentive Fund for any participating hotel that installs Freestyle



Custom Comfort Mattress
www.customcomfortmattress.com
+1 417 860 5913

Representative:

Rebecca Hewitt
Vice President of Corporate Sales
rhewitt@customcomfortmattress.com

Custom Comfort Mattress

Custom Comfort Mattress has been handcrafting American made mattresses for over 30 years. Our mattresses provide your guests with a luxurious, healthy, and comfortable sleep experience. We will collaborate with you to create a mattress in any specification, any combination of materials, any size, shape, or luxury level for your budgetary requirements. Together, we can design a mattress as unique as your hotel.

Benefits to Members:

- 10% off regular wholesale pricing
- No Minimum Order
- Bespoke Design Services: Create an exclusive mattress to fit your property’s needs
- Private Label Program: Custom hotel logo on each mattress
- Concierge Delivery and Installation Service Available
- Hotel Sample Program
- Guest/Employee Retail Purchase Program: You benefit from the revenue—we drop ship to your guests’ or employees’ homes
- 10-year Warranty



Customer Direct

www.customerdirect.com
+ 1.800.332.3756

Representative:

Michael Horst
Chief Revenue Officer
mhorst@customerdirect.com

Customer Direct

Customer Direct takes great pride in representing Historic Hotels of America and its Member Hotels. Providing voice, email and chat services, Customer Direct consistently delivers reservation experiences that lead to higher average daily rates and improved conversion, allowing you to focus on what you do best; providing guest experiences that build brand loyalty.

Benefits to Members:

- **Exclusive Member Pricing:** Customer Direct is proud to offer Historic Hotels of America Members negotiated Member Pricing
- **Hotel- Specific Sales Process:** As unique as each of the hotels they serve, they customize reservation sales process enhances your hotel's performance by increasing voice booking conversions and improving RevPAR.



Deneen Pottery

www.deneenpottery.com
+1 888 646 0238

Representative:

Niles Deneen
CEO, Marketing
niles@deneenpottery.com

Deneen Pottery

Deneen Pottery is the premier producer of handmade logo coffee mugs with customized artwork. They are also a family business-started in 1972 by Mary and Peter Deneen in a two-car garage one block from the mighty Mississippi River. Today, Deneen Pottery is still in St. Paul, occupying over 16,000 square feet and employing 52 skilled craftspeople. Each item starts as a lump of clay and is touched by 24 pairs of hands throughout the production process. While every piece shares the same amazing level of quality, each one is also individually created so that no two are exactly alike.



GCommerce

www.gcommercesolutions.com
+1 435 214 5301

Representatives:

Chris Jackson

President & Partner

cjackson@gcommercesolutions.com

Mark Oliver

VP Business Development

moliver@gcommercesolutions.com

GCommerce

GCommerce is a hospitality focused digital marketing agency that achieves dramatic results by specifically tailoring their strategy based on their clients' needs and advantages. GCommerce's expertise includes website design, search marketing, SEO, display advertising, email marketing, social media and web analytics, and eCommerce tracking. Their services are designed to deliver a complete digital marketing presence to help their clients claim more market share and bottom line profits through driving online bookings at the lowest cost per acquisition.

Benefits to Members:

- Complimentary website and digital marketing sales assessment
- 10% off retail fees for website development and for digital marketing services



GILCHRIST & SOAMES®
EST. LONDON, ENGLAND

Gilchrist & Soames®

www.gilchristsoames.com
+1 317 781 7013

Representatives:

Amber Mosher

Director, Business Development

Luxury Independent Sales

amosher@gilchristsoames.com

Katie Lee

Luxury Sales Manager

klee@gilchristsoames.com

Gilchrist & Soames®

For over thirty years, our fine products have been found in the most prestigious hotels, spas, resorts, and private residences throughout the world. Discover our abundance of house collection and specialty brand amenities, linens for bed and bath, and bathroom accessories to find the perfect match for your property.

Benefit to Members:

- The exclusive partnership with Historic Hotels of America gives hoteliers the ability to purchase any luxury collections at discounted pricing that is anywhere from 5%-20% lower than standard pricing
- In addition to the negotiated pricing that is always available, Gilchrist & Soames offers customers same day shipping and online ordering. Hoteliers may request complimentary samples at customer@gilchristsoames.com



Harney & Sons

www.harney.com

+1 518 789 2401

Representative:

Michael Harney

michael@harneyteas.com

Harney & Sons

Harney & Sons has been supplying delicious teas to great hotels for over 30 years. They offer many tea solutions from hot, iced teas, and ready to drink tea in bottles. Michael Harney will be happy to work with you to craft a tea program for your hotel.

Benefit to Members:

- Discount price on hot and ready-to-drink tea
- Discount on Iced Tea program, including equipment
- Assistance with Hotel's tea program, including program design and training



IDEaS™ Revenue Solutions

www.ideas.com

+1 952 698 4200

Representatives:

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Revenue Solutions Advisor

jeff.roark@ideas.com

Nick Molitor

Client Account Executive

Nick.molitor@ideas.com

IDEaS™ Revenue Solutions

Abundant data. Inherent complexity. Constant change. The new realities of pricing and forecasting have made sophisticated analytics a permanent part of the hospitality revenue management landscape replacing guesswork and instinct with empirical science and data-driven decisions.

For nearly three decades, IDEaS has provided innovative solutions helping our hospitality clients drive better revenue. Our proven approach to solving revenue management challenges is successfully used every day by nearly 10,000 hotels to price and manage over 1.5 million rooms globally. Through these partnerships, our clients see up to an 11% incremental uplift, beyond market trends, when compared to traditional revenue management practices.

Benefit to Members:

- Members receive preferred pricing from IDEaS



J.A. Uniforms

www.jauniforms.com
+1 305 234 1231

Representatives:

Xavier Dominicis
xdominicis@jauniforms.com

Alex Arencibia
aarencibia@jauniforms.com

J.A. Uniforms

With two decades of hospitality-specific experience, J.A. Uniforms is uniquely qualified to add value to the world's preeminent historic hotels. Steeped in fashion, its award-winning apparel enjoys a distinct style esthetic that values comfort.

The distinctive look is a product of a dedicated in-house art, design and manufacturing team capable of high-quality tailoring.

Benefit to Members:

- Conference attendees receive free shipping on orders greater than \$300.00



Miles

www.milespartnership.com
+1 941 342 2335

Representatives:

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*VP of Business Development,
Hospitality*
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Miles

Miles is a strategic marketing company focused exclusively within travel and tourism. We began as an entrepreneurial venture, and that spirit of seeing and seizing opportunity remains with us. Today we provide digital and traditional marketing & advertising services to over 90 clients, including iconic historic hotels and resorts.

Benefit to Members:

- Historic Hotels members will receive a free website assessment, indicating how your hotel ranks organically against your closest competitors



**National Trust for
Historic Preservation®**
Save the past. Enrich the future.

**National Trust for Historic
Preservation**

www.savingplaces.org
+1 202 588 6233

Representative:

Abby Horrigan
*Director of Advertising and
Corporate Partnerships*
ahorrigan@savingplaces.org

National Trust for Historic Preservation

The National Trust for Historic Preservation protects significant places representing America's diverse cultural experience by taking direct action and inspiring broad public support. As a nonprofit organization, the National Trust relies on the generosity of individual donors, foundations, and corporate partners to further the cause of historic preservation.

Preservation is the magazine for people who love historic places. Each issue spotlights sites that have shaped the American identity, and the people working tirelessly to protect them. *Preservation* is read by more than 300,000 history enthusiasts each quarter.

Benefits to Members:

- *Preservation* magazine to distribute in hotel guestrooms
- Dedicated Historic Hotels advertising section in each issue
- Discounted advertising rates for conference attendees

NAVIS
More Performance. More Profit.

NAVIS

www.thenavisway.com
+1 866 712 3439

Representative:

Steve Johnson
Director of Alliances
scjohnson@thenavisway.co

NAVIS

NAVIS is the #1 reservation sales and marketing platform to empower your team's performance and increase your revenue. Our Revenue Performance Platform™ transforms hospitality teams into revenue-makers, enabling them to drive, capture and convert more profitable direct bookings. Because we believe technology should make you money, not cost you money.

Benefits to Members:

- Complimentary Direct Channel Analysis including performance comparison to your Historic Hotels of America peers, and new incremental revenue opportunities



Northern Lights Restoration Inc.
www.northernlightsrestoration.com
+1 607 589 6090

Representatives:

Robert Stephens
President & Founder
NLC813@aol.com

Northern Lights Restoration Inc.

From one-of-a-kind antiques to a 500 guestroom hotel, Northern Lights Restoration has the knowledge, skill set and experience to restore and preserve any type of architectural woodwork and furniture, on site at a minimal cost.

At Northern Lights Restoration, we have pioneered an on-site program that is quick, clean and very cost effective. Our skilled staff can restore 12 to 24 hotel rooms of furniture in one day and we average a 2 hour turnaround of rooms, to keep your operations up and running.

Benefits to Members:

- We will offer to refinish a free sample to show our quality workmanship. Our service is very cost effective and 100% green. We can help keep your hotels appearance up to date and extend the life of your furniture



Q4 Launch
www.q4launch.com
+1 843 475 2962

Representatives:

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Founder
matt@q4launch.com

Fred Buhr
fred@q4launch.com

Q4 Launch

Q4Launch is a hospitality marketing company and trusted partner for Historic Hotels of America. We focus our marketing efforts on converting online visitors to guests at your historic hotel.

Our formula for success is proven, but we don't stop there! We continue to mine the data to ensure we're producing the best results. Our services include:

- Website design
- Email marketing
- SEO
- Social media management
- Content creation

Benefits to Members:

- Historic Hotels Members will receive a free Google Analytics Analysis at the conference



Rubbermaid® Commercial Products

www.rubbermaidcommercial.com
+1 800 347 9800

Representative:

Barbara Coen
Barbara.Coen@newellco.com

Peter Howard
Peter.Howard@newellco.com

Rubbermaid® Commercial Products

Rubbermaid Commercial Products (RCP) is a manufacturer of innovative, solution-based products for commercial markets worldwide. Since 1968, RCP has pioneered technologies and system solutions for the Hospitality Industry. RCP is part of Newell Brand's global portfolio of companies, including Sunbeam and the Waddington Group, which also strongly support hospitality.

Benefits to Members:

- Local Rubbermaid associates available for consult, surveys, and product demonstrations
- Products designed to:
 - Discreetly refresh guest rooms & public spaces
 - Quickly clean high traffic areas
 - Professionally maintain the property
 - Support Food & Beverage with complete line for front and back of house



Serta®

www.serta.com
+1 312 399 7208

Representative:

Deanna Luzzo
dluzzo@serta.com

Serta®

Serta® Mattress is proud to be the #1 Mattress Company in the USA that is endorsed by more hotel chains than any other bedding manufacturer know for "The World's Best Mattress™", Serta is committed to quality, comfort, support, and durability. Serta's philosophy is to understand the hotel's overall direction in design and comfort, to meet the hotel's long-term capital budget. Serta is the Official Mattress of the National Sleep Foundation. Take advantage of factory direct special pricing.

standardtextile



Standard Textile

www.standardtextile.com
+1 513 761 9255 x2532

Representatives:

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*Vice President, Hospitality
Sales & Marketing
geubanks@standardtextile.com*

David Weisbrot

*Hospitality Textile Consultant
dweisbrot@standardtextile.com*

Standard Textile

Standard Textile believes everyday experiences should be extraordinary experiences. A renowned global, vertically-integrated textile manufacturer, its innovative solutions focus on comfort, durability, and value. They're currently featuring Tatami Fit, a modern alternative to a traditional bed skirt. Tatami installs in minutes without lifting a heavy mattress, transforming the bed's look.

Benefits to Members:

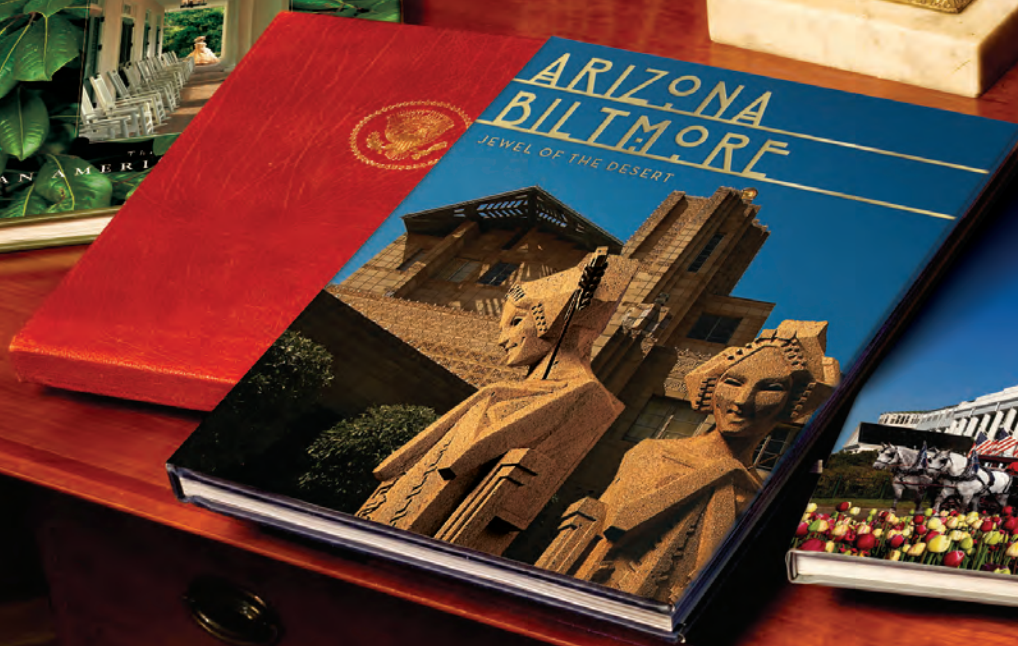
- Discounted national pricing
- Patented Centium Core Technology for durability and strength
- Room Ready for You® Laundered With Tide®
- Elevations™ Terry - Performance where it counts
- Innovative new products and beautiful fabrics for hospitality interiors

BE PART OF HOTELS WITH A PAST WITH PETER GREENBERG

SIGN-UP TODAY FOR THIS SPECIAL 2018 CUSTOM VIDEO AND RADIO SHOW FEATURING YOUR HISTORIC HOTEL.

This is a unique opportunity to participate in a custom video filming and radio show broadcast from your hotel by Peter Greenberg, multiple Emmy-winning investigative reporter and producer. Peter Greenberg is America's most recognized, honored and respected front-line travel news journalist. Known in the industry as "*The Travel Detective*," he is the travel editor for CBS News, appearing on CBS This Morning, CBS Evening News with Scott Pelley, and Sunday Morning, among other broadcast platforms. He is the Recipient of the Historic Hotels 2016 Journalist of the Year Award. For more information and to sign up for one of the six remaining spots available in 2018, contact Darra@PeterGreenberg.com. Your hotel can use the finished video on your website, in your digital marketing, and in your social media. If your hotel is selected as one of the featured 2018 historic hotels, Historic Hotels of America will boost the exposure with a special promotion campaign including social media, feature in Discover & Explore (300,000+ households), and a special front page link on HistoricHotels.org.





The story of a hotel's past
may be the best investment in the future.

Grandin Hood Publishers, a partner of Historic Hotels of America,
creates custom coffee table books celebrating the history and
continuing stories of historic hotels, resorts and destinations
for use in marketing and retail sales.



GRANDIN HOOD
Publishers

WWW.GRANDINHOOD.COM

Telephone 615.517.1222