The Hotel Competitor Analysis Tool (H-CAT): A Strategic Positioning Tool for Managers

Cathy A. Enz
Cornell University School of Hotel Administration, cae4@cornell.edu

Gary Thompson
gmt1@cornell.edu

Follow this and additional works at: https://scholarship.sha.cornell.edu/chrtools

Part of the Hospitality Administration and Management Commons

Recommended Citation

This Article is brought to you for free and open access by the The Center for Hospitality Research (CHR) at The Scholarly Commons. It has been accepted for inclusion in Center for Hospitality Research Tools by an authorized administrator of The Scholarly Commons. For more information, please contact hotellibrary@cornell.edu.

If you have a disability and are having trouble accessing information on this website or need materials in an alternate format, contact web-accessibility@cornell.edu for assistance.
The Hotel Competitor Analysis Tool (H-CAT): A Strategic Positioning Tool for Managers

Abstract

The hotel competitor analysis tool (H-CAT) is an Excel® spreadsheet designed to help managers make strategic comparisons between competing hotels on critical success factors. The tool permits hotel executive teams to assess direct competitors and then use the results to inform future planning initiatives to change or enhance organizational performance. The formatted worksheets allow strategists to compare their hotel to competitors, but to also examine and make supplemental comparisons of rooms inventory, various food and beverage outlets, or other revenue units of the hotel that would benefit from competitive comparisons. This report describes the steps necessary to conduct a competitive analysis, although the spreadsheet is designed to be self-explanatory and easy to use. The goal of the competitor analysis tool is to help hotel operators improve key elements of their operation by making meaningful comparisons and then exploring areas of strength and weakness.

Keywords
Cornell, tools, hotels, competition, revenue

Disciplines
Hospitality Administration and Management

Comments
Required Publisher Statement

© Cornell University. This report may not be reproduced or distributed without the express permission of the publisher.
The Hotel Competitor Analysis Tool (H-CAT):
A Strategic Tool for Managers

Cornell Hospitality Tools
Vol. 2 No. 3, September 2011

by Cathy A. Enz, Ph.D., and Gary M. Thompson, Ph.D.
Thank you to our generous Corporate Members

Senior Partners
ASAE Foundation
Carlson Hotels
Hilton Worldwide
McDonald’s USA
Philips Hospitality
SAS
STR
Taj Hotels Resorts and Palaces

Partners
Davis & Gilbert LLP
Deloitte & Touche USA LLP
Denihan Hospitality Group
eCornell & Executive Education
Expedia, Inc.
Forbes Travel Guide
Four Seasons Hotels and Resorts
Fox Rothschild LLP
French Quarter Holdings, Inc.
HVS
Hyatt
InterContinental Hotels Group
Jumeirah Group
LRP Publications
Marriott International, Inc.
Marsh’s Hospitality Practice
Maritz
priceline.com
PricewaterhouseCoopers
Proskauer
Sabre Hospitality Solutions
Sathguru Management Consultants (P) Ltd.
Schneider Electric
Thayer Lodging Group
Thompson Hotels
Travelport
WATG

Friends
Berkshire Healthcare • Center for Advanced Retail Technology • Cruise Industry News • DK Shifflet & Associates • ehotelier.com • EyeforTravel • 4Hoteliers.com • Gerencia de Hoteles & Restaurantes • Global Hospitality Resources • Hospitality Financial and Technological Professionals • hospitalityinside.com • hospitalitynet.org • Hospitality Technology Magazine • HotelExecutive.com • International CHRIE • International Hotel Conference • International Society of Hospitality Consultants • iPerceptions • JDA Software Group, Inc. • J.D. Power and Associates • The Lodging Conference • Lodging Hospitality • Lodging Magazine • LBA Worldwide, Inc. • Milestone Internet Marketing • MindFolio • Mindshare Technologies • PhoCusWright Inc. • PKF Hospitality Research • Resort and Recreation Magazine • The Resort Trades • RestaurantEdge.com • Shibata Publishing Co. • Synovate • The TravelCom Network • Travel + Hospitality Group • UniFocus • USA Today • WageWatch, Inc. • The Wall Street Journal • WWIN.COM • Wyndham Worldwide
The Hotel Competitor Analysis Tool (H-CAT): A Strategic Positioning Tool for Managers

by Cathy A. Enz and Gary M. Thompson

**EXECUTIVE SUMMARY**

The hotel competitor analysis tool (H-CAT) is an Excel® spreadsheet designed to help managers make strategic comparisons between competing hotels on critical success factors. The tool permits hotel executive teams to assess direct competitors and then use the results to inform future planning initiatives to change or enhance organizational performance. The formatted worksheets allow strategists to compare their hotel to competitors, but to also examine and make supplemental comparisons of rooms inventory, various food and beverage outlets, or other revenue units of the hotel that would benefit from competitive comparisons. This report describes the steps necessary to conduct a competitive analysis, although the spreadsheet is designed to be self-explanatory and easy to use. The goal of the competitor analysis tool is to help hotel operators improve key elements of their operation by making meaningful comparisons and then exploring areas of strength and weakness.
ABOUT THE AUTHORS

Cathy A. Enz, Ph.D., is a professor of strategy and the Louis G. Schareneman, Jr. Professor of Innovation and Dynamic Management at the Cornell University School of Hotel Administration (cae4@cornell.edu). Her research focuses on hospitality strategy, including innovation, competitive dynamics, pricing strategy, and change management. Among her recent publications are the best-practices series of case studies on innovators in the hospitality industry, with four coauthors, articles in the *Cornell Hospitality Quarterly*, and two new books *The Cornell School of Hotel Administration Handbook of Applied Hospitality Strategy* and *Hospitality Strategic Management: Concepts and Cases, 2nd edition.*

Gary M. Thompson, Ph.D., is professor of operations management at the Cornell University School of Hotel Administration (gmt1@cornell.edu), where he teaches undergraduate and graduate courses in service operations management. His research, which focuses on wine cellars, restaurant operations, scheduling conferences, and on workforce staffing and scheduling, has appeared in a number of outlets. He has consulted for several prominent hospitality companies and is the founder and president of Thoughtimus, Inc., a small software development firm focusing on scheduling products.
Understanding your competition is critical to predicting their future strategies, and essential before making strategic moves that may evoke aggressive responses. To evaluate the seriousness of a potential challenge from competitors you must examine their critical resources and capabilities. Depending on these capabilities your rivals may threaten your market position. Strategic planning helps management envision a future direction and develop the goals and strategies to reach that end.¹ Competitor analysis is one element of this strategic planning process. A diagnosis of key competitors allows managers to identify, anticipate, and avoid competitive threats that might ultimately reduce customer demand for their products and services.

To help hotel managers understand their competition we have devised a simple and clear way to monitor and evaluate rivals, which we call the hotel competitor analysis tool (H-CAT). H-CAT is a spreadsheet that calculates absolute and comparative capability scores for up to ten competitors of the hotel in question, on up to ten different factors critical for success. The tool permits hotel executive teams to assess direct competitors and then use the results to inform future planning initiatives to change or enhance organizational performance. The formatted worksheets allow the strategists to compare their hotel to other properties, but to also examine and make five supplemental comparisons of subareas of the hotel, such as rooms inventory, food and beverage outlets, or other revenue units of the hotel that would benefit from competitive comparisons. We describe the steps necessary to conduct a competitive analysis here, although the spreadsheet is designed to be self-explanatory and easy to use. The goal of the competitor analysis tool is to help hotel operators improve key elements of their operation and facilitate future strategy development by making meaningful comparisons and then exploring areas of strength and weakness. In this report we discuss the steps in a competitor analysis and provide instructions and examples for how to use H-CAT.

### Exhibit 1

**Identify competitors: List and summarize your direct competitors.**

Competitor Descriptions—Provide a general description of each competitor

<table>
<thead>
<tr>
<th>Name of Competitor</th>
<th>Principal Strengths and Weaknesses</th>
<th>Estimated Market Share (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Identify Competitors

The first step in a competitor analysis is to identify your direct competitors, using a form such as that shown in Exhibit 1. A competitor is any firm that offers services or products to the same market segment or customer group as you do. This may include operations that appear to be in a different business but supply similar needs. For example, your hotel’s fine-dining establishment might directly compete with local restaurants and your spa with a local health club. Take note also that your competitor might be located in a different market or even a different country. After you have identified your competitors, the next step is to take some time with your management team to discuss the strengths and weaknesses of these competitors and to analyze their market share.

Once you have identified, discussed, and listed possible competitors, open the H-CAT spreadsheet and click on the parameters tab. List the types of analysis you wish to conduct. The first analysis is usually an overall evaluation of the hotel in question. You can then list up to five additional analytical targets. For example, you might wish to conduct an analysis of your spa or golf facilities, your meeting spaces, or different food and beverage outlets, or perhaps you wish to separate your rooms inventory and conduct different analysis based on room size, amenities, or views. After listing up to five sub-analyses, enter the name of up to 10 competitors for each analysis. Keep in mind that you may wish to identify different competitors in your sub-group analysis than you identified for the overall analysis. Once you’ve listed the analyses and competitors, click the gray button titled, “Click to Proceed, after specifying information above.” You will notice that you now have a tab at the bottom of the spreadsheet for the overall analysis and each additional sub-analysis. As an example, Exhibit 2 shows three different analyses for luxury hotels in New York City.

(2) Entering Data for the H-CAT Analysis

1. Identify critical success factors. Critical success factors (CFSs) are those activities that a company must do well to be successful. Click on the “overall” tab and you will see that the H-CAT spreadsheet begins by asking you to select the factors that are most critical to success for you and your competitors. You should identify between six and ten different factors. Exhibit 3 provides a list of possible hotel critical success factors based on the relatively limited research that has been conducted in hospitality contexts. This list may help you to think about the factors you believe to be critical. Each factor is rated on a scale of 1 to 5, with 5 being the highest importance. After selecting the factors, click “OK” or “Next” to proceed. You may then be asked to rate the factors on a scale of 1 to 5, with 5 being the highest importance. After selecting the factors, click “OK” or “Next” to proceed.

2. Weight each critical success factor. As you see, H-CAT allows you to select between three and ten critical success factors on which to base your analysis. Considering too few or too many factors makes your analysis less effective, so be sure to select an appropriate number of factors that are truly important. Once the critical success factors are identified and listed, assign a weight to each factor. Weights represent the relative importance you attach to a given factor. Try not to give your CFSs all the same weight, but do allocate weights so that they sum to 100 percent. The tool will let you know if you have not correctly assigned weights.

Exhibit 4 is an example of a hotel that has identified five

---

CFSs with weights summing to 100 percent. To determine how to assign weights you might wish to discuss various factors with your team. For example, in Exhibit 4, location is given a weight of 18, while cleanliness is given a weight of 23. Of the five CSFs in the example, cleanliness is considered most critical while value price is least critical.

3. **Rate your hotel and each competitor.** After establishing the CFSs, rate each of the competitors you identified using the scale of 0 = very weak to 10 = very strong. Your ratings should reflect your own best judgment. While these rating are clearly subjective in nature, remember your goal is to stimulate strategic thinking. Exhibit 5 shows an example of the ratings provided for each competitor. In this example, Value Inn is ranked 7 on the 10-point scale, or above average, on the location dimension, while Checkers Inn is rated 5, indicating an average location. Thus, that score is relatively weaker than the other, better located property.

(3) **Interpreting Your H-CAT Scores**

H-CAT converts your rankings into scores that are provided for your own hotel and each competitor on each of the critical success factors. Color-coding helps reveal high scores (green) and separates them from low scores (red) and middle scores (yellow). Exhibit 6 shows a completed competitor profile analysis. In the example, Value Inn has a score of 126 on location, a green high score, which compares favorably to the Budget Inn competitor, which has a low score of 90 on this dimension.

H-CAT provides three summary scores: an absolute percentage score, a relative percentage score, and a ranking. The absolute or real percentage score gives you each hotel's true score based on the weights and rankings you provided.
Exhibit 5

Ranking hotels on each critical success factor

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>P</th>
<th>Q</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Critical Success Factors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>#</td>
<td>Factor</td>
<td>Weight</td>
<td>Score</td>
<td>Value Inn</td>
<td>Super Low</td>
<td>Budget Inn</td>
<td>Nest Well</td>
<td>Valley Hotel</td>
<td>Checkers Inn</td>
<td>Value Inn</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>Location</td>
<td>18</td>
<td>7</td>
<td>6</td>
<td>5</td>
<td>7</td>
<td>4</td>
<td>5</td>
<td>126</td>
<td>126</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>2</td>
<td>Cleanliness</td>
<td>23</td>
<td>3</td>
<td>7</td>
<td>5</td>
<td>8</td>
<td>3</td>
<td>7</td>
<td>69</td>
<td>69</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>Security</td>
<td>22</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>110</td>
<td>110</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>4</td>
<td>Service</td>
<td>20</td>
<td>4</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>6</td>
<td>8</td>
<td>80</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>5</td>
<td>Value Price</td>
<td>17</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>5</td>
<td>8</td>
<td>9</td>
<td>119</td>
<td>119</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td></td>
<td>Total Weight: 100</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Scale values range from 0 = very weak to 10 = very strong, with 5 = average.

Exhibit 6

Completed competitor profile

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>P</th>
<th>Q</th>
<th>R</th>
<th>S</th>
<th>T</th>
<th>U</th>
<th>V</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Critical Success Factors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>#</td>
<td>Factor</td>
<td>Weight</td>
<td>Score</td>
<td>Value Inn</td>
<td>Super Low</td>
<td>Budget Inn</td>
<td>Nest Well</td>
<td>Valley Hotel</td>
<td>Checkers Inn</td>
<td>Value Inn</td>
<td>Super Low</td>
<td>Budget Inn</td>
<td>Nest Well</td>
<td>Valley Hotel</td>
<td>Checkers Inn</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>Location</td>
<td>18</td>
<td>7</td>
<td>6</td>
<td>5</td>
<td>7</td>
<td>4</td>
<td>5</td>
<td>126</td>
<td>126</td>
<td>126</td>
<td>72</td>
<td>90</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>2</td>
<td>Cleanliness</td>
<td>23</td>
<td>3</td>
<td>7</td>
<td>5</td>
<td>8</td>
<td>3</td>
<td>7</td>
<td>69</td>
<td>69</td>
<td>69</td>
<td>69</td>
<td>161</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>3</td>
<td>Security</td>
<td>22</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>110</td>
<td>110</td>
<td>110</td>
<td>88</td>
<td>110</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>4</td>
<td>Service</td>
<td>20</td>
<td>4</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>6</td>
<td>8</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>120</td>
<td>160</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>5</td>
<td>Value Price</td>
<td>17</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>5</td>
<td>8</td>
<td>9</td>
<td>119</td>
<td>119</td>
<td>119</td>
<td>85</td>
<td>102</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td></td>
<td>Total Weight: 100</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100</td>
<td>85</td>
<td>136</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In contrast, the relative percentage score gives a value for your hotel relative to the other competitors. This score allows you to compare your hotel to the selected competitors. Take Checkers Inn in Exhibit 6, for example. Checkers has an absolute score of 67.4 percent, but a strong relative score of 100 percent. To interpret these scores we would say that Checkers has plenty of room for improvement but is the best of the six hotels based on the CSFs in the competitive analysis. From the ranking of hotels you can also see that Checkers is ranked #1.
The final tab of the H-CAT provides a summary of all the separate analyses. Exhibit 7 shows an overall competitor analysis and the summary results for a hotel called The Palace and its seven competitors. The summary tab shows the absolute percentage score for your hotel and compares your score to the top competitor. In the example, The Palace and its top competitor are listed for each analysis. In addition to an overall analysis, the supplementary analyses include spas, gyms, meeting spaces, fine dining outlets, and golf courses. The overall analysis absolute percentage score for The Palace is 46.7 percent, while the top competitor is the Ocean View with an absolute percentage score of 59.3 percent. While each tab provides the details for all competitors on a given element of operations (e.g., spa or meeting space), the summary tab gives you the final performance comparisons, with only the top competitor listed for each analysis.

Conducting a competitor analysis is one way in which a hotel can keep track of those organizations that provide similar goods and services. To begin the process of reflection on your competitor analysis, determine which competitors are stronger than your own hotel and which are weaker. Summarize the advantages of the different competitors. Indicate anything unique about your hotel’s products or services and do this for each competitor. Ask yourself how each competitor is likely to beat the competition given their profile scores. Finally, consider the major strategic issues each competitor must address in light of their scores.
Final Thoughts

One issue that we want to raise is that the planning process often unfortunately seems to be reserved for senior management and fails to engage lower-level hotel managers in the analysis. However, by using H-CAT in meetings with department managers, and by conducting sub-analyses for different food and beverage outlets or revenue producing areas, more managers can be drawn into the process and encouraged to think strategically about likely competitor moves and countermoves. Since day-to-day decisions that shape the future of the hotel are often made by lower level managers, this tool is a simple and easy way to help engage lower-level managers in competitor analysis.

Another criticism of the strategic planning process is that it is often poorly conceptualized, political, and even mechanical, reducing the level of real strategic thinking. H-CAT requires thoughtful use, since it is only as good as the inputs you provide. Nevertheless, it allows any manager to systematically look at the competition, and may serve as a departure from your existing process. Keep in mind that a key question after conducting a competitor analysis is, how will the competition respond to your strategic initiatives? By first conducting a competitor analysis it is easier to see the likely changes and responses the competition is willing and able to initiate.
Advancing Business and Personal Success

Explore, develop and apply ideas with global hospitality leaders and expert Cornell professors.

Professionals from around the world are invited to attend 3-day, 10-day or online courses at the world’s leading institute for hospitality management education in:

- Strategic Leadership
- Finance
- Foodservice
- Human Resources
- Marketing
- Operations
- Real Estate

Visit our website to apply.

The Executive Path
Hospitality Leadership Through Learning

Complete program information and applications available online:
www.hoteleschool.cornell.edu/execed

Phone +1 607 255 4919    Email exec_ed_hotel@cornell.edu
2011 Reports
Vol. 11 No. 17 The Current State of Online Food Ordering in the U.S. Restaurant Industry, by Sheryl E. Kimes

Vol. 11 No. 16 Unscrambling the Puzzling Matter of Online Consumer Ratings: An Exploratory Analysis, by Pradeep Racherla, Ph.D., Daniel Connolly, Ph.D., and Natasa Christodoulidou, Ph.D.

Vol. 11 No. 15 Designing a Self-healing Service System: An Integrative Model, by Robert Ford, Ph.D., and Michael Sturman, Ph.D.

Vol. 11 No. 14 Reversing the Green Backlash: Why Large Hospitality Companies Should Welcome Credibly Green Competitors, by Michael Giebelhausen, Ph.D., and HaeEun Helen Chun, Ph.D.


Vol. 11 No. 12 Creating Value for Women Business Travelers: Focusing on Emotional Outcomes, by Judi Brownell, Ph.D.

Vol. 11 No. 11 Customer Loyalty: A New Look at the Benefits of Improving Segmentation Efforts with Rewards Programs, by Clay Voorhees, Ph.D., Michael McCall, Ph.D., and Roger Calantone, Ph.D.

Vol. 11 No. 10 Customer Perceptions of Electronic Food Ordering, by Sheryl E. Kimes

Vol. 11 No. 9 2011 Travel Industry Benchmarking: Status of Senior Destination and Lodging Marketing Executives, by Rohit Verma, Ph.D., and Ken McGill

Vol. 11 No. 8 Search, OTAs, and Online Booking: An Expanded Analysis of the Billboard Effect, by Chris Anderson Ph.D.

Vol. 11 No. 7 Online, Mobile, and Text Food Ordering in the U.S. Restaurant Industry, by Sheryl E. Kimes, Ph.D., and Philipp F. Laqué

Vol. 11 No. 6 Hotel Guests’ Reactions to Guest Room Sustainability Initiatives, by Alex Susskind, Ph.D. and Rohit Verma, Ph.D.

Vol. 11 No. 5 The Impact of Terrorism and Economic Shocks on U.S. Hotels, by Cathy A. Enz, Renáta Kosová, and Mark Lomanno

Vol. 11 No. 4 Implementing Human Resource Innovations: Three Success Stories from the Service Industry, by Justin Sun and Kate Walsh, Ph.D.

Vol. 11 No. 3 Compendium 2011

Vol. 11 No. 2 Positioning a Place: Developing a Compelling Destination Brand, by Robert J. Kwortnik, Ph.D., and Ethan Hawkes, M.B.A.

Vol. 11 No. 1 The Impact of Health Insurance on Employee Job Anxiety, Withdrawal Behaviors, and Task Performance, by Sean Way, Ph.D., Bill Carroll, Ph.D., Alex Susskind, Ph.D., and Joe C.Y. Leng

2011 Hospitality Tools
Vol. 2 No. 2 Hotel Valuation Software, Version 3, by Stephen Rushmore and Jan A. deRoos, Ph.D.

Vol. 2 No. 1 MegaTips 2: Twenty Tested Techniques for Increasing Your Tips, by Michael Lynn

2011 Industry Perspectives
Vol. 2 No. 1 The Game Has Changed: A New Paradigm for Stakeholder Engagement, by Mary Beth McEuen

2011 Proceedings
Vol. 3, No. 5 Building Brands in the Internet Age: Analytics, Loyalty, and Communication, by Glenn Withiam

Vol. 3, No. 4 Brave New World: Online Hotel Distribution, by Glenn Withiam

Vol. 3, No. 3 Social Media and the Hospitality Industry: Holding the Tiger by the Tail, by Glenn Withiam


Vol. 3, No. 1 Cautious Optimism: CHRS Examines Hospitality Industry Trends, by Glenn Withiam

2010 Reports
Vol. 10 No. 18 How Travelers Use Online and Social Media Channels to Make Hotel-choice Decisions, by Laura McCarthy, Debra Stock, and Rohit Verma, Ph.D.

Vol. 10 No. 17 Public or Private? The Hospitality Investment Decision, by Qingzhong Ma, Ph.D. and Athena Wei Zhang, Ph.D.

Vol. 10, No. 5  Strategic Pricing in European Hotels, 2006–2009, by Cathy A. Enz, Ph.D., Linda Canina, Ph.D., and Mark Lomanno


Vol. 10, No. 3  Customer Preferences for Restaurant Brands, Cuisine, and Food Court Configurations in Shopping Centers, by Wayne J. Taylor and Rohit Verma, Ph.D.

Vol. 10, No. 2  How Hotel Guests Perceive the Fairness of Differential Room Pricing, by Wayne J. Taylor and Sheryl E. Kimes, Ph.D.

Vol. 10, No. 1  Compendium 2010

2010 Industry Perspectives

No. 6  The Future of Meetings: The Case for Face to Face, by Christine Duffy and Mary Beth McEuen

No. 5  Making Customer Satisfaction Pay: Connecting Survey Data to Financial Outcomes in the Hotel Industry by Gina Pingitore, Ph.D., Dan Seldin, Ph.D., and Arianne Walker, Ph.D.

No. 4  Hospitality Business Models Confront the Future of Meetings, by Howard Lock and James Macaulay

2010 Roundtable Retrospectives


2009 Reports

Vol. 9, No. 18  Hospitality Managers and Communication Technologies: Challenges and Solutions, by Judi Brownell, Ph.D., and Amy Newman


Vol. 9, No. 16  The Billboard Effect: Online Travel Agent Impact on Non-OTA Reservation Volume, by Chris K. Anderson, Ph.D.

Vol. 9, No. 15  Operational Hedging and Exchange Rate Risk: A Cross-sectional Examination of Canada’s Hotel Industry, by Charles Chang, Ph.D., and Liya Ma

Vol. 9, No. 14  Product Tiers and ADR Clusters: Integrating Two Methods for Determining Hotel Competitive Sets, by Jin-Young Kim and Linda Canina, Ph.D.

Vol. 9, No. 13  Safety and Security in U.S. Hotels, by Cathy A. Enz, Ph.D.

Vol. 9, No. 12  Hotel Revenue Management in an Economic Downturn: Results of an International Study, by Sheryl E. Kimes, Ph.D.

Vol. 9, No. 11  Wine-list Characteristics Associated with Greater Wine Sales, by Sybil S. Yang and Michael Lynn, Ph.D.

Vol. 9, No. 10  Competitive Hotel Pricing in Uncertain Times, by Cathy A. Enz, Ph.D., Linda Canina, Ph.D., and Mark Lomanno

Vol. 9, No. 9  Managing a Wine Cellar Using a Spreadsheet, by Gary M. Thompson Ph.D.

Vol. 9, No. 8  Effects of Menu-price Formats on Restaurant Checks, by Sybil S. Yang, Sheryl E. Kimes, Ph.D., and Mauro M. Sessarego

Vol. 9, No. 7  Customer Preferences for Restaurant Technology Innovations, by Michael J. Dixon, Sheryl E. Kimes, Ph.D., and Rohit Verma, Ph.D.

Vol. 9, No. 6  Fostering Service Excellence through Listening: What Hospitality Managers Need to Know, by Judi Brownell, Ph.D.