

INSIGHT

Official Newsletter of the Alberta Hotel & Lodging Association

“PEOPLE - PURPOSE - PROSPERITY” AT AHLA REGIONAL MEETINGS

“Last year’s regional meeting was one of the best that I have attended in 20 years. The topics were right to the point and where we are all having problems in the industry, and the handouts were good tools for my staff to use later.”

- Michael Mazepa, General Manager, St. Albert Inn

This year, the AHLA’s regional meetings will adopt the convention’s theme of ‘People - Purpose - Prosperity’ in recognition of the tourism & hospitality industry’s continued need to engage people fully to maximize the advantages of Alberta’s busy economy. The meetings will focus on what the AHLA is doing to help our members to leverage these opportunities. Major topics include:

- Hiring, interviewing, training and retention solutions offered by our Human Resource Development team. Attendees will leave the meetings with useful manuals and ideas.
- How to get the most from AHLA membership through our Member Value Programs, www.ahla.ca, and our Online Buyers’ Guide.
- Changes to the AHLA’s governance that were adopted at this year’s AGM, and how these will impact members in 2008 and beyond.

“I encourage all members to attend, and to bring their Front Office Manager, Head Housekeeper, Human Resources Manager, and/or any other member of their staff, to ensure that these key people understand how the AHLA can make their job easier every day.” says Dave Kaiser, President & CEO. Meetings will start with a continental breakfast and finish at lunch to enable participants to get the most out of their time away from their property, and get back to the office.

As an added incentive to participate in this year’s regional meetings, AHLA members who attend the regional meetings will be registered to win one of six complimentary registrations to the AHLA’s Annual Convention & Trade Show at the Fairmont Chateau Lake Louise April 6-8, 2008. We look forward to seeing you this fall!

| | |
|-----------------------|--|
| Lloydminster | 10 a.m., Wednesday, Sept 26, Best Western Wayside Inn & Suites |
| Fort McMurray | 11:15 a.m., Thursday, Sept 27, Clearwater Suite Hotel |
| Medicine Hat | 9:30 a.m., Monday, Oct 1, Medicine Hat Lodge |
| Lethbridge | 9:30 a.m., Tuesday, Oct 2, Lethbridge Lodge |
| Banff | 9:30 a.m., Wednesday, October 3, The Banff Centre |
| Calgary | 9:00 a.m., Thursday, October 4, International Hotel of Calgary |
| Edson | 10:00 a.m., Tuesday, October 9, Best Western High Road Inn |
| Jasper | 9:00 a.m., Wednesday, October 10, Chateau Jasper |
| Grande Prairie | 9:30 a.m., Thursday, Oct 11, Quality Hotel & Conference Centre |
| Peace River | 9:30 a.m., Friday, Oct 12, Peace Valley Inns Hotel |
| Red Deer | 10:00 a.m., Tuesday, October 16, Holiday Inn 67 Street |
| Edmonton | 9:00 a.m., Wednesday, October 17, Greenwood Inn & Suites |

JULY/AUGUST 2007

In This Issue...

- ▶ **Message from the President**
- ▶ **HAC 2007 Hall of Fame Awards Call for Nominations**
- ▶ **Preferred Recruiters for Foreign Workers Announced**
- ▶ **Get Your Staff Yakking!**
- ▶ **STMC Appointments**
- ▶ **Associate Minister of Tourism Promotion Appointed**
- ▶ **Campground Corner**
- ▶ **Minimum Wage Increase September 1**
- ▶ **2007 Wage Survey Deadline Approaches**
- ▶ **CHIP REIT Sold**
- ▶ **Energy & Environment Saving Tips**

Our Mission

Our purpose is to support our members and strengthen Alberta’s Tourism and Hospitality Industry.

Through our Four Pillars of

- Tourism Marketing
- Member Value Programs
- Human Resource Development and
- Government Relations

we strive to provide programs and services that enhance the economic prosperity and social fabric of our industry.

We achieve this by living our 8 Key Values of:

- Respect
- Trustworthiness
- Stewardship
- Service
- Honesty
- Quality
- Celebration
- Courage



PRESIDENT'S MESSAGE - MUNICIPAL TAXES

The Government of Alberta recently released its response to the recommendations contained in the Report to the Minister of Municipal Affairs presented by the Minister's Council on Municipal Sustainability. Although many of the recommendations have been either officially accepted or rejected, the idea of allowing cities and towns to create new taxes – including a proposed tourism tax and amusement tax – will be given further consideration. The AHLA believes that a municipal tourism and/or amusement tax will negatively impact our members' businesses by creating additional expenses for visitors to their communities.

The mayors and councils of cities and towns around Alberta will be advocating strongly for the ability to levy these taxes as a way of generating revenue to pay for local infrastructure and operations. It is naïve for AHLA members to think that revenues generated through a tourism tax on their guest rooms would be used to fund local tourism marketing initiatives.

Another important consideration is the question of who would ultimately pay these taxes. The municipalities would have their citizens and the provincial government believe that these taxes would be paid for primarily by travelers from outside the province. The facts simply do not support this assumption. According to statistics compiled by Alberta Economic Development in October 2006:

- industrial crews accounted for 37.3% of room demand,
- business travelers accounted for 27.1% of room demand,
- tourists & tour groups accounted for 27.1 % of room demand
- convention groups & other for 8.6% of rooms demand

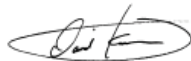
Travel Alberta's 2006 -2009 Strategic Tourism Marketing Plan indicates that 47% of Alberta's tourism revenue is generated by Albertans. Thus, it is reasonable to conclude that Albertans generate 47% of the room demand composed of tourists and tour groups.

Based on all of the above information, it is clear that a municipal tourism tax levied on hotel rooms would be paid for primarily by Alberta businesses and Albertans traveling on leisure. This is a critical message for our members to communicate to their MLAs.

To date, we have received copies of only a handful of letters that our members have sent to their MLAs about this issue. A much stronger response is required from our industry if this threat is to be defeated. I urge all of our members to write their MLA (a draft letter that you can use has been provided on www.ahla.ca) and to include a breakdown of your own room demand to reinforce the fact that these proposed new taxes would be paid for primarily by Albertans.

Let's ensure that our industry's voice is heard loud and clear on this issue.

We look forward to serving you!



Dave Kaiser, CHA, President & CEO

The Hotel Association of Canada (HAC) is accepting entries for the 2007 Hall of Fame Awards of Excellence. The Hall of Fame Awards program continues the association's tradition of acknowledging the strong standards and values of those involved in and with the lodging industry.

Each year the Hall of Fame Awards attracts entries from HAC members across the country. The Awards program recognizes significant accomplishments, exemplary leadership and tireless commitment to our industry in three divisions:

Humanitarian Award:

Given for individuals/programs that demonstrate to residents that the individual property is responsive to the local community.

Human Resources Award:

Given for programs/individuals that develop a climate conducive to new and/or repeat business, create goodwill among guests, provide special services, reverse negative public relations situations or effectively solve guest complaints.

Energy & Environment Award:

Recognizes lodging properties that have developed a culture towards integrating environmental management practices that improve everyday operations and the bottom line, while maintaining quality service and meeting guest expectations.

"Budget and project size are not a factor in the judging of an entry; judges are not concerned with whether the initiative was big or small, well-funded or implemented on a shoestring budget," says Tony Pollard, HAC President. "If your efforts have made a difference, then they should be recognized with an Award of Excellence."

Winners will be honoured at an Awards Dinner on February 26, 2008 in conjunction with HAC's Annual Conference at the Hilton Toronto Hotel. To access the Hall of Fame Awards Call for Entries, and to view a list of past winners, visit www.hotelassociation.ca. The deadline for entries is October 31, 2007.

**AHLA ANNOUNCES PREFERRED RECRUITERS
FOR FOREIGN WORKERS**

Choosing an international recruiter to help you hire foreign workers can be a challenge. International labour brokers are largely unregulated and for a Human Resources Manager looking to find a recruiter, there doesn't seem to be enough time to become an expert in all the applicable laws. On behalf of our members, the AHLA has reviewed international recruiters to come up with a list of partners that have demonstrated a high level of professional integrity and can be counted on to comply with all relevant legislation.

It is important that employers are aware of their responsibilities through the Temporary Foreign Worker Program. These include:

- Paying for the return airfare for a Temporary Foreign Worker, and
- Securing housing for the employee at not more than 1/3 of the employee's gross salary.

Employers should also be aware that according to the *Fair Trading Act*, the employee cannot be charged for the placement. If you are working with a recruiter that is charging the employee, the recruiter is in violation of the *Act*. Penalties include fines of up to \$100,000.

The AHLA preferred recruiters listed below represent a broad international presence of established practitioners. For complete guidelines or more information about how your property can access workers through the Temporary Foreign Worker and/or Provincial Nominee Programs, visit the 'Staffing' area of www.ahla.ca, or contact Terri Harris at 1-888-436-6112 x 245.

BidMexico International Inc.

Tel: 780.432.4121
www.bidmexico.com

Global Placement Services

Tel.: 905.564.7797
Toll-Free : 1.888.77.WWICS
www.gpscanada.com

Jamaican Liaison Service

Tel: 416.733.4254

Mercan Group of Companies

Tel: 514.282.9214
www.mercan.com

Strategic Project Management Ltd.

Tel: 780.639.5511

Recruitment Solutions International

Tel: 403.512.8564
www.recruitmentsolutions.org

Remember, you must be an AHLA member in good standing in order to be eligible to participate in the Provincial Nominee Program!

Save 10% on Accommodation & Campground Guide Advertising

Take advantage of everything from a full page ad to including a logo or photo with your listing in the Official 2008 Alberta Accommodation and Campground Guides. **The deadline for advertising is September 30, 2007.** For more information on the opportunities available, and to find out how you can receive a 10% discount, call Valerie at 1-888-436-6112 ext 240.

Federal Foreign Convention & Tour Incentive

The Foreign Convention and Tour Incentive Program (FCTIP) is a rebate program that provides GST relief to non-resident consumers and non-resident non-GST-registered businesses for short-term and/or camping accommodation in Canada included in a tour package and for certain properties and/or services used in the course of conventions held in Canada. The Canada Revenue Agency continues to clarify their interpretations of this program. For links to the most up to date information, visit www.ahla.ca.

Gilchrist & Soames Initiates Urgent Worldwide Toothpaste Voluntary Recall

Gilchrist & Soames, an Indianapolis-based provider of hotel amenities, has initiated a worldwide voluntary recall of its Gilchrist & Soames 0.65oz/18ml toothpaste manufactured in China after independent tests showed some samples of the toothpaste contained diethylene glycol, or DEG. For more information about the recall, visit www.ahla.ca.

Review & Update Your Basic Listing Information Online, Anytime

Using a confidential username & password, you can update your property's listing information at your convenience by visiting www.proofing.ahla.ca. Need your password? Call the AHLA office at 1-888-436-6112.

OPCOM HOSPITALITY
SOLUTIONS TO OPERATE UNDER
CANOPCO BRAND NAME



C A N O P C O

With the 2006 merger of Canopco and OPCOM Hospitality Solutions Inc. now complete, OPCOM will now operate exclusively under the Canopco brand name.

Canopco, a Globalive Communications Corp company, is a global leader in hospitality telecommunication services and the trusted partner of the AHLA. Canopco's suite of services includes operator services, prepaid long distance and conferencing cards, INNternet Kiosks, and wireless Internet. For more information visit www.canopco.com.

yakLongDistance®

LOW LONG DISTANCE RATES -
MAKE THE SWITCH
& START SAVING!

Start saving with yakLongDistance today! AHLA members AND their staff can now SAVE even more with an additional 10% off their monthly bill! yakLongDistance gives you incredible long distance savings from your home and cell phone! Canada & USA 3.5¢

Sign up online at www.ahla.ca before October 31, 2007 and you'll be entered to win 1 year of FREE calling with Yak.

Join over 1,000,000 customers Canada wide and save on your home & cell phone with yakLongDistance:

- No activation or cancellation fees
- No hidden fees
- Quick and easy dialing
- Free monthly e-bill
- Works with any cell phone as well!

AHLA INSURANCE PROGRAM NOW SERVING RESTAURANTS

The AHLA and HED Insurance & Risk Services are pleased to announce that restaurants are now eligible to take advantage of our Insurance Program. In order for restaurants to participate in the program, they must:

- Be an AHLA member in good standing
- Have been in business for no less than 3 years
- Have wet chemical extinguishing system in the kitchen
- Have a minimum seating capacity of 50

To manage the risk to the loss pool, a number of other criteria apply. For more information, or to find out how your restaurant can benefit, contact Justin Friesen at 1-800-665-8990 ext. 7211.

HOW DO I START SAVING FOR RETIREMENT?

For most people, it takes time to save enough for retirement. It is important to start planning as early as possible, or you may end up with less money than you need to live the way you would like after you retire. To get started with a plan, follow these simple tips:

Do:

- Look at how much time you've got. If you are 10 years away from retiring, your plan will be different than someone with 30 years left to save.
- Set clear goals. Figure out how much money you'll need when you retire. Make that your target.
- Compare your choices for savings inside your plan. Not all savings products work the same. Not all give you the same benefits.
- Find out if you have a retirement savings or pension plan at work. They're often the best deal around.
- Track your progress every year. Change your plans when & if you need.

DON'T:

- Put off saving until it's too late. Your government pension may not be enough for when you retire.
- Put your savings in a bank account and then forget about it. Your money likely won't grow fast enough to meet your goals for retirement.
- Put all your money into one type of savings. Spread your money around into different types of investments.
- Do things with your money that you don't understand.
- Forget that if something seems too good to be true, it probably is.

The AHLA's Retirement Savings Plan is available to all members. It gives your staff the following advantages:

| | |
|----------------------|--------------------------------|
| Payroll Deduction | Member Level Binding |
| Immediate Tax Relief | No Load, Front End or Back End |
| Lower MER | Reduced Staff Turnover |

For more information about how to create a benefits program for your property, contact Sid Kinasewich toll free at 1-888-312-2343.

Kinasewich
Benefits Consulting Ltd.



NEW INDUSTRY MEMBERS APPOINTED TO STRATEGIC TOURISM MARKETING COUNCIL

The Strategic Tourism Marketing Council (STMC) welcomes a new member and two re-appointed members.

Appointed to the STMC for a three-year term expiring March 31, 2010 is Ernie Chauvet, of Legal, who is community development officer with the Grande Prairie and Central Region of the Association Canadienne-Francais de l'Alberta. Reappointed for terms expiring March 31, 2008 are Marilyn Bell of Banff and Crosbie Cotton of Calgary.

Hector Goudreau, Minister of Tourism, Parks, Recreation and Culture announced the three appointees who will lend their expertise and experience to the industry-led body that oversees Alberta's tourism marketing.

The AHLA continues to be represented on STMC by Will Schmidt, Past Chair of the AHLA and General Manager of the Carriage House Inn, and Hans von Bloedau, Chair of the AHLA's Member Value Programs Committee and Alberta Regional Manager for Coast Hotels & Resorts.

The STMC is comprised of 14 tourism industry professionals from across the province. As a co-operative effort between government and the private sector, it provides marketing expertise to help grow Alberta's tourism industry. The STMC oversees the development of the province's three-year Strategic Tourism Marketing Plan, which is managed by Travel Alberta. The Strategic Tourism Marketing Plan is available online at www.industry.travelalberta.com/strategicplan/.

ADY APPOINTED

ASSOCIATE MINISTER OF TOURISM PROMOTION

The Honourable Hector Goudreau, Minister of Tourism, Parks, Recreation & Culture, has announced the appointment of Cindy Ady as the Associate Minister of Tourism Promotion. Associate Minister Ady is the MLA for Calgary-Shaw, and was the government's representative on the Calgary Exhibition and Stampede Board.

"The AHLA is encouraged by the creation of this cabinet position, and looks forward to working with Associate Minister Ady to promote Alberta as a tourist destination to visitors across Canada and around the world," said Dave Kaiser, AHLA President & CEO.

As Associate Minister of Tourism Promotion, she will have a large role in further developing Alberta's tourism industry. One of her top priorities will be to work with the members of the AHLA, and to hear their feedback on the review of the Travel Alberta governance structure. She will act as a liaison with the STMC to help develop the annual Strategic Tourism Marketing Plan, and will take a lead role in the Fall Tourism Investment Symposium, which enables communities to showcase tourism projects to potential investors.

CAMPGROUND CORNER

Another summer is quickly drawing to a close, giving campground operators a chance to catch their breath. Alberta's booming economy, record RV sales, and a shortage of quality camping facilities is placing huge demands on our province's campground sector. One of the biggest challenges campgrounds faced this summer was trying to accommodate tourists coming to Alberta. It was difficult at times to find spots for visitors when many sites were already occupied with people living in their RVs, or locals just trying to get away. The increased number of long term stays made it hard to accommodate the traveling public.

Important Dates are Fast Approaching!

The deadline for advertising is the official 2008 Campground Guide is September 30. If you have not already placed your ads in the guide, contact Valerie Smeltzer, our newly appointed Marketing Coordinator at the AHLA office. Space is filling up fast, so give her a call ASAP to secure your ads for the upcoming year.

The deadline for the Highway Signage Incentive & Rebate Program is October 31. You may be eligible for a rebate on some of the costs involved for the new highway signage. Operators are encouraged to contact the program administrator Guide Sign Industries Ltd. for information about this program at 1-866-560-SIGN (7446) or visit www.signupalberta.com. More information on this program is also available on www.ahla.ca.

The Canadian RV & Camping Convention will be held this year in Ottawa, and it looks like Alberta will be well represented again. The pre-convention bus tour takes place October 21 - 24. The convention is October 25 - 28. For all the information on this conference visit www.rvconvention.ca or call me at (780) 963-3993.

I look forward to seeing everyone at the fall meeting in Red Deer in October!

*Adam Ledwon, Owner/Operator,
Spring Lake R.V. Resort &
AHLA Board Member representing campgrounds*

ALBERTA EMPLOYMENT, IMMIGRATION & INDUSTRY
MINIMUM WAGE INCREASE

Most of you have heard by now that the minimum wage will increase to \$8.00 on September 1, 2007. Here is some additional information on that increase and what it means to you as an employer.

Future minimum wage changes will occur on April 1 of each year and will be indexed to changes in the average weekly wage which is calculated by Statistics Canada in January. For example, if the average weekly wage increases by a certain percentage from one year to the next, the minimum wage will increase by the same percentage. If the average weekly wage remains the same or decreases from one year to the next the minimum wage will remain the same. In February of each year, the government will announce what the minimum wage will be for the coming April.

With the increase in minimum wage, the amounts to be deducted for board and lodging has increased as well. If either is furnished by an employer, the amount by which the wages of the employee may be reduced below minimum wages are: for a single meal \$2.63 and for lodging \$3.48.

If you require your employees to wear uniforms, remember you may not reduce an employee below the minimum wage by making a deduction for furnishing, usage, repair or laundering of any uniforms or special articles of clothing that the employee is required to wear for work. For further information on board, lodging and uniforms check out the fact sheet "Deductions for Board, Lodging & Uniforms" at www.employment.alberta.ca under 'Fair and Safe Workplaces'. It provides details on how to do the calculations for board and lodging for the days that the employee worked or did not work.

No matter how hard you try to create the perfect schedule, events may cause you to have to send staff home. If an employee works for fewer than three consecutive hours, the employee must receive wages at least equivalent to three hours at minimum wage under the Employment Standards Regulation. This provision recognizes that an employee spends time preparing for work and money driving or taking public transportation to work. The employee needs to be compensated for this time and expense with at least the equivalent of three hours at minimum wage. By regulation an adolescent who is only allowed to work 2 hours on a school day would not have to receive the three hours at minimum wage.

If an employee's regular wage is greater than the minimum wage, the employer may pay for less than three hours' work at the higher rate. Therefore, the employee must be paid the greater of the employee's hourly wage rate for the time actually worked, or \$24.00. For example, an employee is paid \$13.00 an hour, and is called into work for a task that takes two hours and is sent home by the employer. In this case, the employee must receive the two-hours of work at \$13.00. The minimums have been met since the payment is in excess of \$24.00.

If business is slow don't ask for volunteers to go home with the thought that you would not have to pay for the three hours. As the manager, you are responsible to determine who is needed for the business, send the rest home and pay the appropriate three-hour minimum.

If you call staff in for a meeting or training, you have to pay the wage agreed to for the meeting/training, which must be at least the minimum wage or overtime if applicable. If the meeting is only one hour you must still pay at least the equivalent of 3 hours at minimum wage.

Three-hour minimums also apply to split shifts as well. Where shifts are separated by a break in excess of one hour, staff members are entitled to be paid at least three hours at the minimum wage for each portion of the split shift. A reasonable meal period allowed in the middle of a shift does not make the workday into a split shift. If an employee requests and is granted an extended meal period the 3-hour minimum does not apply. But again don't forget the record keeping for the request.

For more information, contact Carolyn Bennett at (780) 422-7276 (toll free through the Rite Line at 310-0000) or by email at carolyn.bennett@gov.ab.ca, or check out our new website at www.employment.alberta.ca.

Delta Hotels honoured its portfolio's top performers at its recent leadership conference. The annual awards ceremony, broadcast for the first time to all colleagues across the country via webcast, recognized exceptional performances for 2006 with winners selected from its 40 hotels and resorts across Canada. Winners from Alberta included:

Hotel of the Year - Franchise Category:

Delta Edmonton South Hotel and Conference Centre

Accepted by Tim Ostrem, general manager of the 237-room hotel, this award looks at a hotel's revenue growth, its guest satisfaction score and revenue penetration, year-over-year.

Hotel of the Year - Managed Category:

Delta Bow Valley, Calgary

The award, accepted by James Tingley, general manager of the downtown 398-room property, recognizes the hotel posting the greatest year-over-year improvement in gross operating profit, and in employee satisfaction and guest satisfaction scores.

Most Improved Financial Performance:

Delta Calgary Airport

Accepted by David Bird, regional vice-president for Alberta and general manager of the 296-room property, this award is given to the hotel posting the highest increase in gross operating profit, year-over-year.

AHLA 2007 WAGE SURVEY

Remember to send in your property's wage and salary information for the 2007 Wage Survey no later than Friday, August 31!

The AHLA encourages all members to participate in order to get an accurate picture of wages and benefits paid to individuals working in Alberta's tourism & hospitality industry. The AHLA's wage survey is used by the federal and provincial government to determine prevailing wage rates for Labour Market Opinions for Temporary Foreign Workers.

Only survey participants receive a complimentary copy of the Wage Survey!

The survey instrument is available to download in the 'News' area of www.ahla.ca. Responses are collected by an accounting firm, not the AHLA, and are kept strictly confidential.

For more information about the AHLA's 2007 Wage Survey, visit the Members' Only area of www.ahla.ca, or call Meena Sharma at 1-888-436-6112 ext 280.

Protect Your Most Important Resource...
Your People

The Alberta Hotel Safety Association has the programs and support you need to develop and enhance your Health and Safety Program



20% FEWER CLAIMS on average, PIR companies have 20% lower lost-time claim rates **20% LOWER PREMIUMS** earn up to 20% discount on your WCB claims



Alberta Hotel Safety Assoc.

Increase the health and safety of your employees... and be rewarded with a rebate!

- In 2006, over 6,000 employers qualified for a PIR refund
- Total rebate for 2006: over \$73 million
- Over \$675,000 in PIR rebates issued to AHSA members in 2006



The last seminars for AHSA Certified Health & Safety Auditors for 2007 will be held in September.
CALL 1-800-649-1242 TO BOOK TODAY OR REGISTER ONLINE AT WWW.ALBERTAHOTELSAFETY.COM

DAWN RINGROSE & ASSOCIATES INC.

Why hire a Certified Management Consultant?

- Special expertise
- Additional resource on a project
- Independent and objective opinion
- Temporary member of your management team

Dawn Ringrose has provided consulting services to the hospitality and tourism sector since 1984 in the following areas:

- Strategic planning
- Business planning
- Market research and planning
- Market and financial feasibility
- Operational review
- Secret shopper audit
- Executive search
- Quality management systems
- Customer service
- Corporate training and development

Complementing these areas of specialization, Dawn also draws on valuable practical experience such as: working in a variety of hospitality, tourism, and recreation operations; spearheading the Alberta Attractions consortium; co-owning a motel & restaurant; co-owning a travel accessory manufacturing business; serving on industry boards and committees; serving as a judge for provincial and national tourism award programs; winning the ALTO award for innovative marketing; presenting at industry conferences; teaching at post-secondary institutions; and training for ATEC, the Quality Council of Alberta, and the National Quality Institute.

To learn more:

Phone: (780) 434-1179

Email: info@dawnringrose.com

Web: www.dawnringrose.com

**CHIP REIT TO BE ACQUIRED BY BRITISH COLUMBIA
INVESTMENT MANAGEMENT CORPORATION
FOR \$1.2 BILLION**

Canadian Hotel Income Properties Real Estate Investment Trust (“CHIP REIT”) announced on August 1, 2007 that its board of trustees has entered into a support agreement in favour of a cash takeover offer of \$19.10 per unit by British Columbia Investment Management Corporation (“bcIMC”).

“CHIP REIT will be a strong complement to our diversified portfolio of assets and contribute to our ability to help finance the retirement benefits of more than 400,000 residents of British Columbia,” said Doug Pearce, CEO and CIO of bcIMC. “CHIP REIT will continue to pursue its existing strategy under its current management team following the successful conclusion of this transaction.”

Stuart Belkin, Chairman of CHIP REIT said, “It has been a pleasure for our Trustees to work with the entire CHIP team over CHIP’s 10 years as a public real estate trust. Management has done a wonderful job building the company’s value during that time, as reflected by the high level of interest the company received during the strategic review process and by the excellent value this proposal provides for our unitholders. We are confident bcIMC will continue this success story and provide industry-leading stewardship to CHIP’s guests, associates and business partners.”

CHIP REIT currently owns and manages 32 hotels with approximately 7,700 guestrooms. In 2006, it was named “Hotel Company of the Year” by Hotelier Magazine, becoming the first REIT to win a Pinnacle Award in the hospitality industry’s national recognition program.

bcIMC is an investment management corporation based in Victoria, BC. bcIMC’s clients include public sector pension plans, provincial government, public trusts, and insurance funds.

The AHLA encourages our members to use caution when entering into contracts for Automatic Teller Machines. Most ATM providers want to sign long term agreements. The market is changing rapidly - don't get stuck in a lengthy contract! The AHLA will have a new ATM offering available to our members soon.

Congratulations to Paulette Butler on her appointment as General Manager of the Wingate by Wyndham hotel in Calgary.

Successful Front Office upsell programs provide added value to everyone: guests, staff, and owners.

HVS International’s ‘Successful Front Office Upsell Incentive Programs’ gives owners and managers ideas about how to structure an incentive program for their front desk team.

To view the article, visit the ‘News’ area of www.ahla.ca.

WELCOME NEW AHLA MEMBERS

Beaver Inn, Beaverlodge
Camrose Motel, Camrose
Capri Hotel Trade &
Conference Centre, Red Deer
Chipman Hotel, Chipman
Claresholm Inn, Claresholm
Days Inn & Conference Centre
Edmonton Airport, Leduc
Foxwood Inn & Suites, Fox Creek
Frontier Hotel, Coronation
Pine Ridge Golf Resort & RV Park, Seba Beach
Podollan Inn & Spa, Grande Prairie
Quality Inn & Suites, Lethbridge
Southview Motel, Westlock
The Juniper, Banff

WELCOME TO ASSOCIATE MEMBERS

Shieldco Consulting, Leduc
Canopco, Toronto
Trusty Step Systems Inc., Burnaby
Mercan Recruit Ltd., Montreal
Nisku Truck Stop Ltd., Leduc
BidMexico International, Edmonton

AHLA STAFF NEWS

Our Human Resource Development Team welcomes Meena Sharma, Certified Payroll Practitioner, as our new Payroll & Fund Administrator. Meena’s experience in payroll and compensation will be a valuable asset to the AHLA staff and members. Her first major project is the AHLA’s 2007 Wage Survey.

The AHLA congratulates Leanne Floden on achieving her Certified Human Resource Professional designation.

The AHLA is looking for a person with experience in billing and accounts receivable to administer our natural gas and electrical energy programs. The successful candidate must have demonstrated proficiency in Outlook and Microsoft Office, with particular emphasis on Access. Excellent communication, organizational and time management skills are essential, as well as the ability to work independently and in a team environment. Knowledge and understanding of deregulated natural gas and electrical energy is an asset. Please forward resumes by fax to (780) 436-5404 or by email to floden@ahla.ca.

HVS International *Canadian Lodging Outlook* Occupancy Statistics

| June 2007 | # of Rooms | Occupancy Rate (%) | | Avg Room Rate (\$) | | RevPAR (\$) | | Room Supply % Change | Room Demand % Change |
|----------------------|------------|--------------------|------|--------------------|--------|-------------|--------|----------------------|----------------------|
| | | 2007 | 2006 | 2007 | 2006 | 2007 | 2006 | | |
| Calgary | 8579 | 83.5 | 84.7 | 155.34 | 142.93 | 129.71 | 121.06 | 3.3 | 1.8 |
| Edmonton | 7551 | 77.6 | 76.1 | 119.47 | 108.52 | 92.71 | 82.58 | 0.7 | 2.8 |
| Alberta North | 3153 | 71.2 | 77.7 | 172.32 | 149.55 | 122.69 | 116.20 | 2.0 | -6.6 |
| Alberta South | 7838 | 72.1 | 70.5 | 162.44 | 156.10 | 117.12 | 110.21 | 0.6 | 2.8 |
| June 2007 YTD | | | | | | | | | |
| Calgary | 8579 | 72.4 | 71.9 | 138.43 | 125.72 | 100.22 | 90.39 | 3.6 | 4.3 |
| Edmonton | 7551 | 73.3 | 72.1 | 117.09 | 105.51 | 85.83 | 76.07 | 0.7 | 2.3 |
| Alberta North | 3153 | 69.7 | 74.6 | 142.94 | 123.60 | 99.63 | 92.21 | 1.3 | -5.3 |
| Alberta South | 7838 | 60.8 | 60.2 | 130.96 | 124.47 | 79.62 | 74.93 | 1.1 | 2.1 |

HED INSURANCE & RISK SERVICES CELEBRATES 25TH ANNIVERSARY

July 1, 2007 marked the 25th year HED Insurance and Risk Services (HED) has provided innovative insurance and risk management solutions for Canadian independent businesses.

“This significant milestone is both a testament to HED’s dedication to providing cost-effective insurance programs to independent business, and to the quality of our people, our products and our services.” noted Art Elias, President & CEO.

Formed in 1982, HED has grown to be one of the largest independently owned insurance brokers in Canada, with over 200 employees nationwide. Employee owned and Winnipeg based, HED’s ownership group presently consists of a total of sixteen senior HED employees plus a minority ownership stake held by Western Financial Group.

HED’s success over the past 25 years has come from providing independent business owners, buying groups and business-member associations with non-traditional insurance solutions that often combine the efficiency of a self-insurance component with the value of risk management and purchasing power otherwise available only to larger companies.

“As we celebrate our silver anniversary, we also want to express our sincere appreciation to our clients, staff members, insurers, and service providers for their continuing support as partners in our growth,” said Elias. “We are confident that over the next 25 years, HED will continue to be a leader in providing unique and cost-effective solutions for businesses.”

The AHLA congratulates HED on its success, and encourages members who are not currently on our insurance program to contact HED to find out how their property can take advantage of this program by calling Justin Friesen at 1-800-665-8990 ext. 7211.

Reducing your impact on the environment can have a positive impact on your bottom line. Saving energy, water and waste makes sense! Here are some ideas:

- Get buy-in at all levels. Create an environmental policy & communicate it to all staff.
- Start a linen reuse program. Place cards in guestrooms telling guests how to indicate whether or not they want sheets and towels washed each day. Ensure housekeeping staff are trained to recognize these instructions.
- Install water saving devices for showerheads, toilets and faucets in guest bathrooms.
- Use non-toxic cleaning agents (MSDS Health Hazard Rating of 1 or less).
- Establish a procurement policy to purchase more environmentally friendly products including paper and plastics.
- Start or expand on-site recycling to capture paper, metals, glass, and plastics, and separate and compost organic waste. Contract with a private recycling company or see if your local municipality will collect your recyclables.
- Initiate an energy management program to reduce consumption. This can include switching from incandescent to fluorescent lighting; installing motion detection devices for room lighting; or installing key-activation for electricity in guestrooms. EPCOR’s EnVest Energy Efficiency program can help!
- Install a building automation system for temperature control.
- Tell your guests about your greening programs & include a fact sheet in your room directory.

Keep track of your environmental & cost savings, and use the information to promote your success with staff, shareholders, & guests! For more ideas and information, visit the Green Meeting Industry Council’s website at www.greenmeetings.info.