

# Hotel Update



*Jay Lyle (PIT)  
Chairman, Crew Accommodations Committee*

*“ We are not asking our crews to refrain from smoking, but we are asking that they change to a smoking room if necessary. We could lose some hotel contracts over this issue, as it is quite an expense for a hotel to restore a room to a non-smoking condition. ”*

**W**e have had some problems with hotels not holding non-smoking rooms for us. The hotels that I have talked with claim that each night at least one smoker checks in from US Airways. This may be true but there have been occasions where an entire non-smoking crew checks in to a hotel and one of them gets stuck with a smoking room. Another problem occurs when a smoking crewmember does not ask for a smoking room and proceeds to smoke in a non-smoking one.

When this happens it makes it uncomfortable for the next guest, who may very well be a fellow crewmember. We are not asking our crews to refrain from smoking, but we are asking that they change to a smoking room if necessary. We could lose some hotel contracts over this issue, as it is quite an expense for a hotel to restore a room to a non-smoking condition. Please help us out. Coordination with the hotel regarding the number of smoking rooms needed at sign in, or in advance with the van driver is also helpful.

Speaking of van drivers, since I've been at US Airways (14 years) my standard tip has always been \$1.00 for the driver. To help us get better service try adding at least 50 cents to the tip when the van driver is waiting and thank them for being there. If the wait is more than that, maybe give them a tip but also let them know you were disappointed in the service and next time you will not be giving a tip. If we do this it may show the drivers they can make a bit more money by providing good service to the crews.

In trying to get caught up on my replies to comments on the OF-310 forms, I found three with no names on them. That makes it very tough for me to figure out who sent me the

form. I like to send out a reply to every form and I believe it's important to let you know we received the form. Other forms are missing the name of the layover city. Obviously, if I can't identify where a problem occurred, I can do very little to resolve it.

## **New Year's Eve**

The holidays are approaching and soon we will be bidding for the month of December. As we all know, hotel New Years Eve celebrations interfere with crew rest, especially for those with early morning departures. The Sheraton Springfield (BDL-long) has already advised us they will be having a bigger celebration this year than in years past. Knowing this, we have moved the early morning departures (before 10:00 AM) out of this hotel.

The hotel has an atrium design and noise travels up to the rooms very easily. We are moving to another hotel in town that we hope will be quieter for the early morning crews. We are also looking at other cities where this may be a problem, but nothing has been decided. We will have more talks with our management about this issue. Please keep this situation in mind when bidding. Everyone is expecting to have a much larger celebration for the new millennium.

## **Hotel safety**

A topic I've not discussed in a while is personal safety in hotels. We had a reprinted article in the Safety On Line magazine the other month discussing this.

We have many recently hired crewmembers, and not all of them may be considering safety issues when checking into a hotel. Help them to be aware. For instance I never let the door slam shut when leaving my room. This makes it obvi-



ous that the room is now unoccupied. After ensuring that your room is unoccupied use the chain/slide bar and deadbolt. In addition to keeping the maids out, it also keeps out anyone with a duplicate key. Hotels have been known to issue the same room to more than one person by mistake. Always note the location of the fire exit(s). What has become habit for us may not be for our newer crew members.

### Overflow hotels

This month I also received more complaints than I can remember about the overflow hotels our Company has been using. I have asked for and received the overflow list for each crew base. This is the list the schedulers are supposed to use when booking a room for an unscheduled overnight. They are supposed to go down the list when making calls to find you a room. I have not had time to go over the list yet, but I wanted you to have it so you can see where they should be calling.

### Boston:

1. Holiday Inn Airport
2. Tremont House Hotel
3. Radisson Hotel Boston
4. Wyndham Boston
5. Holiday Inn Government Center
6. Back Bay Hilton
7. Holiday Inn Express
8. Holiday Inn Peabody
9. Ramada Hotel Woburn
10. Fairmont Copley Plaza
11. Comfort Inn
12. Days Inn Saugus Logan Airport
13. Logan Airport Ramada

### DCA

1. DoubleTree Hotel National Airport
2. Ramada Plaza Pentagon
3. Hilton Crystal City
4. Hyatt Crystal City
5. Sheraton National Hotel
6. Howard Johnson Arlington National Airport
7. Howard Johnson Olde Towne
8. Comfort Inn Arlington
9. The Virginian
10. Susse Chalet

### BWI

1. Holiday Inn BWI Airport
2. Baltimore Hilton & Towers
3. Susse Chalet
4. Comfort Inn Airport
5. Holiday Inn Cromwell Bridge
6. Omni Inner Harbor
7. Microtel
8. Mt. Washington Conference Center
9. Ramada Hotel BWI Airport
10. DoubleTree Hotel
11. Sheraton Columbia Inn
12. Holiday Inn Express
13. Columbia Hilton

### Dulles:

1. Dulles Days Inn
2. Holiday Inn Fair Oaks
3. DoubleTree @ Tyson's Corner
4. Comfort Inn IAD Airport
5. Hampton Inn IAD Airport
6. IAD Airport Marriott
7. Courtyard by Marriott
8. Holiday Inn Washington Dulles
9. Hyatt IAD Airport
10. Holiday Inn Leesburg

### PHL

1. PHL Airport Hilton
2. Holiday Inn Independence Mall
3. Sheraton Hotel
4. Crown Plaza
5. Radisson Hotel
6. Warwick Hotel
7. Hampton Inn @ PHL Airport
8. Hilton @ Cherry Hill NJ
9. Holiday Inn @ Cherry Hill NJ
10. Ramada Inn Airport
11. Travelodge PHL Stadium
12. Holiday Inn PHL Int'l Airport
13. Clarion Hotel @ Mt. Laurel
14. Sheraton 4 Points @ Cherry Hill
15. Comfort Inn
16. Holiday Inn City Line
17. Holiday Inn Stadium
18. Sheraton University City
19. Howard Johnson
20. Sheraton 4 Points @ Airport
21. The Lagoon

### CLT

1. Sterling Inn Woodlawn
2. Sheraton 4 Point Hotel

*“ I never let the door slam shut when leaving my room. This makes it obvious that the room is now unoccupied. After ensuring that your room is unoccupied use the chain/slide bar and deadbolt. ”*

3. Holiday Inn Center City
4. Country Inn & Suites
5. Wyndham Garden
6. Comfort Inn Airport
7. Days Inn Airport
8. Holiday Inn Woodlawn
9. La Quinta
10. DoubleTree
11. Microtel Lodge
12. Clarion Hotel
13. Econolodge
14. Howard Johnson
15. Charlotte Hilton @ University
16. Holiday Inn Independence
17. Ramada Inn Apt Central
18. Ramada Hotel Carowinds
19. Grand Hotel

**PIT:**

1. La Quinta
2. Pittsburgh Hilton & Towers
3. Holiday Inn Airport
4. Clarion Royce Hotel
5. Sewickley Country Inn
6. Candlewood Suites
7. Wyndham Garden Hotel
8. Sleep Inn
9. Motel 6
10. Pittsburgh Plaza Hotel
11. Spring Hill Suites
12. Airport Marriott
13. Courtyard by Marriott
14. Red Roof Inn
15. Super 8 Motel
16. Greentree Radisson
17. Ramada Plaza Suites
18. Best Western Parkway Center
19. Motel 6 Crafton
20. Glass Tower Motel

You'll notice our current contracted hotels are always at the top of the list. There have been some problems with hotels being moved on the list without Crew Accommodations staff knowledge. They are asking for some security on the list so this will not happen again. The schedulers are not only supposed to call down the list looking for rooms, but they are also trying to match you up with a long or short overnight hotel. After we have a chance to review the list and move some hotels around, off the list, or add new hotels, I'll publish it again. Normally this has not been a problem, but last month I

came across four OF-310 forms dealing with overflow hotel problems.

Finally at the quarterly meeting with the Crew Accommodations Department we came across some strange trip pairings for October. Management always stresses that we need to control costs and save money. A very good objective I think, but when the schedule planners then start putting two B-737-300 crews in ABE for 30 hours each for the month of October I have to wonder, WHY? Granted, the Crew Accommodations Department is reactionary in that they have nothing to do with how many crews overnight in a city and for how long, but there seems to be a need for more communication between departments. We will add this to the list of things to try and get answers to.

**Training rooms**

On September 20 we went to MIA to review our options for the Airbus 330 ground school, and all the simulator training we will be doing in MIA for next year. With the numbers we are anticipating there will probably be two hotels. After that a trip to Dallas and Seattle is planned. Other cities to inspect will include MSP, DTW long, SFO, EWR (which has been on the Disapproval List too long), IND (long and short), and MCO.

I've covered a lot in this article, but I hope you've found it useful. I'm hoping to get the backlog of cities done in the next two months. Please keep the OF-310 forms coming and we'll get back to you as quickly as we can.

*Have a good overnight!*





### *Disapproval List*

**EWR long** — The drive and location. Hotel is too far with nothing to do.

**DTW long** — Another long drive to nothing.

### *Watch List*

**MSP** — Moved to the Watch List since the renovation is over and complaints have stopped.

*The following hotels on the list are to be inspected before my next article:*

**CLE (Ramada)** — Complaints have slowed but it is still a dirty hotel.

**IND (Quality Inn)** — Just shouldn't be here now, as we have other opportunities.

**MCI long** — Another long drive. We have a full-service option closer to airport and town.

The committee was able to get out 105 replies to OF-310 forms for the month. Of the 105 forms and emails, five were positive reports, three were on hotels we have already changed, four were general comments, eight were on training rooms, and four were in the no-name/no-city category.