

10.24.11
CHANGE IS COMING



- About Us
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IT'S TIME FOR YOU TO THRIVE!
Grow With Your Owners' Association.

ia
The Owners

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2011 IHG AMERICAS CONFERENCE

INFORMATION AND EVENT REGISTRATION

IHG Learn about InterContinental Hotels Group >



- ### IAHI Hot Topics
- SURVEY OF HOTEL OWNERS SHOWS OPTIMISM**
IAHI Member Survey
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 - IAHI RAISES OVER \$1,000 FOR GIVE KIDS THE WORLD ICE CREAM FOR BREAKFAST**
Ice Cream For Breakfast
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 - CELEBRATE SERVICE WEEK @ HOLIDAY INN EXPRESS MONTCON**
Celebrate Service Week 2011
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- ### IHG and Industry News
- IHG ANNOUNCES NEW ADDITION TO AMERICAS LEADERSHIP TEAM**
IHG (InterContinental Hotels Group) [LON: IHG, NYSE: IHG (ADRs)] today announces that Joel Eisemann
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 - INTERCONTINENTAL HOTELS & RESORTS CELEBRATES RESPONSIBLE BUSINESS WEEK IN PARTNERSHIP WITH NATIONAL GEOGRAPHIC'S CENTER FOR SUSTAINABLE DESTINATIONS**
InterContinental Hotels & Resorts this week celebrates the work that its hotels around the world are
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 - IHG INTRODUCES MOST POWERFUL WEBSITE GUARANTEE EVER BY A**

IAHI MEMBERS

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LEADERSHIP COACH
Essential for IAHM Members

IAHI Blog
Latest News and Views from our Chairman, Committees, and Staff.
Learn more >

Contribution and Information

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Who We Are



FIND OUT WHY THE IAHI PLAYS SUCH AN INTEGRAL PART OF YOUR HOTELS' SUCCESS

Who We Are
IAHI, the Owners' Association, is your voice to InterContinental Hotels Group. It is comprised of fellow franchisees throughout the world, working hand-in-hand to improve the profitability of our hotels, strengthen our system, and exchange ideas and best practices. The IAHI represents the interests of nearly 3,000 owners and operators of InterContinental Hotels Group hotel brands, including:

- Crowne Plaza® Hotels and Resorts
- Hotel Indigo™
- Holiday Inn® Hotels and Resorts
- Holiday Inn Express®
- Staybridge Suites®
- Candlewood Suites®

The Association works together with InterContinental Hotels Group to maintain the highest professional hospitality standards for its brands.





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Home : **Events**

Events

Upcoming Events


- 2011 IAHI Meeting Calendar
- EMEA Calendar
- IHG Americas Investors & Leadership Conference

Past Events

- IHG Americas Conference
- 2010 Celebrate Service Week
- Celebrate Service 2011

Education

- Leadership Institute



A LOOK BACK AT OUR PAST EVENTS AND A PREVIEW OF THINGS TO COME

Events

The strength of the IAHI comes from our opportunities to bring members together, and the association offers a number of meetings and events throughout the year.

From our quarterly Owner-to-Owner sessions, held in conjunction with Joint Committee Meetings, to our social events, held in conjunction with IHG Investors Conference, IAHI members benefit when they come together for education, collaboration, and networking.

Please see our tabs to the left for specific Event information.

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News

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IAHI Hot Topics



EXPLORE OUR NEWSROOM FOR PAST AND CURRENT ARTICLES AND PRESS RELEASES ON BOTH THE IAHI AS WELL AS THE HOTEL INDUSTRY AS A WHOLE

Survey of Hotel Owners Shows Optimism
[IAHI Member Survey...more](#)

IAHI Raises Over \$1,000 for Give Kids The World Ice Cream For Breakfast
[Ice Cream For Breakfast...more](#)


Celebrate Service Week @ HOLIDAY INN EXPRESS MONTCON
[Celebrate Service Week 2011...more](#)

Celebrate Service Week @ Crowne Plaza Toronto Airport
[Celebrate Service 2011...more](#)

Celebrate Service Photos - Crowne Plaza Tyson's Corner
[Celebrate Service Week : June 20-24, 2011...more](#)

Take the Celebrate Service Pledge
[Celebrate Service Week...more](#)

2012 IAHI Committees - Apply Now
[2012 IAHI Committees - Apply Now...more](#)



BEST PRACTICES / TIPS
 Advice on revenue drivers and reducing expenses.
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Committees



IAHI Committees: Working for Every Owner

At the heart of the IAHI's mission and purpose is its Committee structure and process. To serve our members, and all IHG owners, our Committees devote weeks of time to studying, discussing, and reaching consensus on initiatives that affect not only owners but also our guests.

Initiatives reviewed by the committees are generated both by IHG and by the IAHI, with IHG generally addressing guest preferences and issues and the IAHI addressing owner interests and concerns. The initiative is presented to the relevant IAHI Committee for evaluation, and the Committee then engages in discussion about the merits of the initiative. Endorsed initiatives are directed to the IAHI Board for final endorsement then to IHG for standards review and for communication to the hotels for implementation.

In 2009, the Committees adopted a plan for making their meetings as effective as possible; this plan encourages not only discussion of proposed initiatives but also brainstorming for new ideas and responding to performance data. Committees plan their agendas around this formula:

20% Inform + 50% Collaborate + 20% Implement + 10 % New Ideas

All Committees create goals, action plans, and scorecards to monitor their progress toward addressing Committee-defined goals.

As IHG has grown and changed, so has the IAHI. Today, the alignment between the IAHI and IHG in structure ensures a consistency for addressing important issues, and the commitment to the Committee process provides a framework for owners to succeed and for guests to make IHG brands their hotels of choice.

[VIEW IAHI COMMITTEE STRUCTURE HERE](#)

Overseeing all the Committees is our IAHI Board of Directors, led by current Chairman Bill DeForrest. (The IAHI Chairman serves a one-year term.) Sitting on the Board are the Officers of the Association as well as many of the Committee chairs. In addition, key IHG brand partners have a seat on the Board. The Board's role is to lead the Association by directing strategy and by reviewing initiatives and endorsing standards brought forth by the Committees.

Reporting to the Board are the chairs of each of the Brand, Global Enterprise, Special, and Regional Committees.