Hospitality Newsletter

2nd Quarter, 2013

Note: Hotel photos will rotate on a continuous basis so guests will have the opportunity to see many hotels on BookRoomsNow.

Keep an eye out for future updates as to when Hospitality International will launch the brand new and spectacular www.BookroomsNow.com
The newly constructed Red Carpet Inn & Suites in Monmouth Junction, New Jersey will open soon. Owner and franchisee, Bipin Patel, is pictured in front of the coming soon banner that will be replaced after the great sign has been installed, as shown.

Hospitality International Franchisees In Action

Hospitality International was well represented at the recent AAHOA NE Regional Trade Show, held in Syracuse, New York. Pictured, from left (clockwise) are: Utica, New York Passport Inn Franchisees, Sunil and Pravina Patel.

Raju Patel, who is on the left in photo (to the right) is a partner in the Red Carpet Inn in Baltimore, Maryland, while the photo below right is the new Franchisee, Chirag Patel, who is with the Red Carpet Inn in Niagara Falls, New York.
Mike Lu didn’t plan on being an Innkeeper and Hotel Owner when he received his BA at a university in Taiwan, and subsequently earning his masters as a Civil Structural Engineer from the University of Oklahoma, but he soon learned he liked being his own boss, and using his knowledge and skills acquired in designing and building bridges along U.S. highways would serve him well in the hospitality industry. He is a hands-on type of person and enjoys solving problems.

Mike and his wife Judy started out with a small motel in Los Angeles, California, in 1976. From there they moved to Louisville, Kentucky and bought a hotel that became a Red Carpet Inn in 1982, one of the oldest franchises with Hospitality International still operating today.

The Lu’s have seen a lot of changes in Louisville over the past 30+ years, with one constant; that being one of the most popular attractions and sporting events in the world: The Kentucky Derby, which, like clock work, takes place every first Saturday in May in Louisville. No doubt the “Run for the Roses” event has helped provide exposure for the Red Carpet Inn, with new guests vying for a room in a sold-out city, and regulars who book their room before departing, for next years race dates.

While Mike Lu was a full-time innkeeper, Judy Lu was a pharmacist and stay-at-home Mother, before getting actively involved in their Red Carpet Inn. The Lu’s have two grown sons, one a doctor, with his doctorate from the University of Vanderbilt in Tennessee, who also competes in tennis tournaments and has a national ranking. Their other son attended Stanford University in California and graduated from the University of Pennsylvania. Both Mike and Judy Lu play tennis for recreation when they are not busy with their 174 room hotel spread over 5+ acres of land. The Lu’s also have one grandson.
Scottish Inns & Suites
Houston, TX - Reliant Park

“Excellent Find”
Reviewed . . . via mobile
We had entertainment and were at Reliant Arena and needed motel that could accommodate 2 bobtail trucks. Found Scottish Inn near arena. The man who checked us in was very personable, friendly and made us feel at home right away. Our stay was extended for several days and he was very easy to work with. Trucks can cause an issue in small parking lots but we fit to the side giving the other guests plenty of room for parking and getting through it. Would highly recommend this motel for service, rate, cleanliness and especially helpfulness, friendliness and overall “feel good” about stay from entire staff. They all made us feel like a guest in their home and that they appreciated our business.

Responding to guest reviews is extremely important, no matter if they are negative or positive. Simply acknowledging the fact that your previous guest(s) took time to write about your hotel is reason enough to thank the guest, and to invite them back.

If you need help with your response, refer to Hospitality International’s Marketing Help Guide for sample response letters, or call the Marketing Department at 800-247-4677.