# Investment Values of Lodging Property: Proof of Value for Selected Models 

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## Recommended Citation

deRoos, J. A., \& Rushmore, S. (1999). Investment values of lodging property: Proof of value for selected models [Electronic version]. Cornell Hotel and Restaurant Administration Quarterly, 37(1), 89-96. Retrieved [insert date], from Cornell University, School of Hospitality Administration site:
http://scholarship.sha.cornell.edu/articles/172/

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## Investment Values of Lodging Property: Proof of Value for Selected Models


#### Abstract

In an earlier article the authors introduced two models that demonstrated the effects of taxes and lender criteria on a property estimated value. Here's the proof of value for those models.


Keywords
lodging property, property price, property tax, lender criteria
Disciplines
Hospitality Administration and Management
Comments
Required Publisher Statement
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## Investment Values

## of Lodging

## Property

In an earlier article the authors introduced two models that demonstrated the effects of taxes and lender criteria on a property's estimated value. Here's the prool of value for those models.
by Jan A. deRoos and
Stephen Rushmore

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n an ealier, compamion article on modeling the effects of income taxes and alternative lender criteria on investment yalues, we presented two valuation models for lodging properties that can be used to estimate the value of a hotel or inotel on an after-tax basis. The models allow one to study the effects of two

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## Exhibit 1 <br> Values for all calculations

## Our proof uses these numerical

 values:| $M$ | $75 \%$ |
| :--- | :---: |
| $n$ | 10 years |
| $r$ | varies |
| NOIR | $4,031,000$ |
| SE | $3 \%$ |
| $R$ | $11.5 \%$ |
| $i$ | $10.25 \%$ |
| $m$ | 30 years |
| $t 1$ | $39 \%$ |
| $t 2$ | $28 \%$ |
| $L 1$ | 39 years |
| $L 2$ | 7 years |
| $B$ | $60 \%$ |
| $B r$ | $30 \%$ |
| $F$ | $20 \%$ |
| $F r$ | $70 \%$ |

The net operating incomes and reserves for replacement are as follows:

| Year | Net operating <br> income | Reserve for <br> replacement |
| :---: | :---: | :---: |
| 1 | $2,112,000$ | 320,000 |
| 2 | $2,423,000$ | 344,000 |
| 3 | $2,728,000$ | 370,230 |
| 4 | $2,865,000$ | 397,740 |
| 5 | $3,008,000$ | 417,630 |
| 6 | $3,158,000$ | 438,510 |
| 7 | $3,316,000$ | 460,440 |
| 8 | $3,482,000$ | 483,460 |
| 9 | $3,656,000$ | 507,630 |
| 10 | $3,839,000$ | 533,010 |

Note: Some of these values are taken from: Stephen Rushmore, "Seven Current Hotel-Valuation Techniques," Comell Hotel and Restaurant Administration Quarterly, Vol. 31. No. 4 (August 1992), pp. 49-56.
distinct lender underwriting criteria: (1) the loan-to-value ratio (i.e., value-based lending) and (2) the alternative debt-service-coverage ratio (i.e., cash-flow-based lending). In that earlier report the models are presented and solved algebraically; an example is presented showing the difference between before-tax and after-tax equity yield rates, while holding value constant; and the effects of the two underwriting criteria are demonstrated.
In this part of the analysis we provide a proof of value. The proof is necessary to verify the accuracy of the model and to demonstrate the ability of the model to produce robust results across a wide range of parameters.

The proof is presented using the input values from our previous article, reproduced here as Exhibit 1. The proof is limited to Model 1 and Model 2 and is structured as a net-present-value (NPV) problem, solving for value given the other input values. If the answer we derived in the first article is correct, then the NPV of the equity cash flows developed here will be equal to that answer.

## Base Case, Model 1 (before-lax analysis)

Inputs: loan-to-value ratio is 75 percent; before-tax equity yield is 21.0 percent.

The value is proven by discounting the cash flows to the mortgage and equity components at their required rate of return. If the sum of the annual debt service plus ending mortgage balance discounted at the mortgage interest rate equals the initial mortgage balance; and if the sum of the annual equity dividends plus equity residual discounted at the equity yield rate equals the amount of equity capital invested, then $\$ 24,041,000$ is the correct value using the algebraic model.

Using the assumed financial structure set forth for this scenario, the value can be allocated between the debt and equity as follows:
Mortgage component
(75 percent)
$\$ 18,031,000$
Equity component
(25 percent)
6,010,000
\$24,041,000
The annual debt service is calculated by multiplying the mortgage component by the mortgage constant, as follows:
Mortgage component $\$ 18,031,000$
Mortgage constant
(10.25 percent, 30 years) . 108297

Annual debt service $\$ 1,953,000$
The cash flow to equity is calculated by deducting the debt service from the projected net operating income as shown in Exhibit 2.

The reversion value is calculated by capitalizing the eleventh year net operating income at 11.5 percent, as follows:
Reversion value
$(\$ 4,031,000 / .115) \quad \$ 35,052,000$
less
Brokerage and legal fees
(3 percent) $\quad 1,052,000$
Mortgage balance $\quad 16,344,000$
Equity residual $\quad \$ 17,656,000$
Exhibit 3 demonstrates that the
lender will receive a 10.25 -percent rate of return.

Exhibit 4 demonstrates that the equity investor will receive a 21 percent rate of return on the equity invested (equity yield).

Since the two components of capital (debt and equity) are receiving their desired rate of return, the value of $\$ 24,041,000$ has been proved.

## Case Two, Model 1 (before-tax analysis)

Inputs: no debt; unleveraged total property yield is 14.1 percent.
The value is proven if the sum of the annual total cash flows plus the
reversion value discounted at the total property yield equals the value of the hotel $(\$ 24,041,000)$.

The reversion value at the end of the tenth year is calculated as follows:
Reversion value

$$
(\$ 4,031,000 / .115)
$$

\$35,052,000

## less

Brokerage and legal fees
(3 percent)
Reversion
1,052,000

Exhibit 5 shows that discounting the annual cash flow at a discount rate of 14.1 percent (total property yield) produces the $\$ 24,041,000$ valuation.

## Case Three, Model 2 (after-tax analysis)

Inputs: loan-to-value ratio is 75 percent; after-tax equity yield is 17.5 percent.
The value is proven if the sum of the annual after-tax cash flows to equity (equity dividends) plus the after-tax equity residual discounted at the after-tax equity yield rate equals the amount of equity capital invested.

The assumed financial structure set forth for this scenario is the same as the base case (Model 1, on the previous page), allocated between debt and equity as follows (and as shown earlier):

| Mortgage component <br> (75 percent) | $\$ 18,031,000$ |
| :--- | ---: |
| Equity component <br> (25 percent) | $6,010,000$ |
| $\quad$ Total | $\$ 24,041,000$ |

Calculating the annual debt service is the same as for the base case and is repeated here:
Mortgage component $\$ 18,031,000$
Mortgage constant
(10.25 percent, 30 years) . 108297

Annual debt service $\$ 1,953,000$
Using annual debt service of $\$ 1,953,000$, and assuming one annual mortgage payment, the amortization table shown in Exhibit 6

Exhibit 2
Calculation of cash flow to equity (base case; in \$000s)


| Exhibit 3 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Mortgage-component yield (IRR = 10.25\%) |  |  |  |  |  |
| Present value |  |  |  |  |  |
|  | Total annual debt service |  | (PV) of \$1 <br> @ 10.25\% |  | Discounted cash flow |
| 1 | 1,953 | $\times$ | 0.907031 | = | 1,771 |
| 2 | 1,953 | $\times$ | 0.822706 | $=$ | 1,606 |
| 3 | 1,953 | $\times$ | 0.746219 | $=$ | 1,457 |
| 4 | 1,953 | $\times$ | 0.676644 | = | 1,322 |
| 5 | 1,953 | $\times$ | 0.613918 | = | 1,199 |
| 6 | 1,953 | $\times$ | 0.556843 | = | 1,087 |
| 7 | 1,953 | $\times$ | 0.505074 | = | 986 |
| 8 | 1,953 | $\times$ | 0.458117 | = | 895 |
| 9 | 1,953 | $\times$ | 0.415527 | = | 811 |
| 10 | 18,297* | $\times$ | 0.376896 | $=$ | 6,896 |
| Value of mortgage component |  |  |  |  | 18,031 |
| *10th year debt service of plus outstanding mortgage balance of |  |  |  |  | $\begin{array}{r} 1,953 \\ 16,344 \\ \hline \end{array}$ |
| Numbers are 000s of dollars |  |  |  |  | 18,297 |


| Exhibit 4 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Equity-component yield (IRR = 21\%) |  |  |  |  |  |
|  | Net Income to Equity |  | resent valu (PV) of \$1 @ $21 \%$ |  | Discounted cash flow |
| 1 | 159 | $\times$ | 0.826446 | = | 132 |
| 2 | 470 | $\times$ | 0.683013 | = | 321 |
| 3 | 775 | $\times$ | 0.564474 | = | 438 |
| 4 | 912 | $\times$ | 0.466507 | = | 426 |
| 5 | 1,055 | $\times$ | 0.385543 | = | 407 |
| 6 | 1,205 | $\times$ | 0.318631 | = | 384 |
| 7 | 1,363 | $\times$ | 0.263331 | = | 359 |
| 8 | 1,529 | $\times$ | 0.217629 | = | 333 |
| 9 | 1,703 | $\times$ | 0.179859 | = | 306 |
| 10 | 19,542* | $\times$ | 0.148644 | = | 2,905 |
| Value of equity component |  |  |  |  | 6,010 |
| *10th year net income of plus net sale proceeds to equity o |  |  |  |  | $\begin{array}{r} 1,886 \\ 17,656 \\ \hline \end{array}$ |
| Numbers are 000s of dollars |  |  |  |  | 19,542 |

## Exhibit 5 <br> Total property yield (IRR = 14.06\%)

| Year | Net income before debt service |  | Present value (PV) of \$1 <br> @ 14.06\% |  | Discounted cash flow |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 2,112 | $x$ | 0.876705 | = | 1,852 |
| 2 | 2,423 | $\times$ | 0.768611 | = | 1,862 |
| 3 | 2,728 | $\times$ | 0.673845 | = | 1,838 |
| 4 | 2,865 | $\times$ | 0.590763 | = | 1,693 |
| 5 | 3,008 | $\times$ | 0.517925 | = | 1,558 |
| 6 | 3,158 | $\times$ | 0.454067 | = | 1,434 |
| 7 | 3,316 | $\times$ | 0.398083 | = | 1,320 |
| 8 | 3,482 | $\times$ | 0.349001 | = | 1,215 |
| 9 | 3,656 | $\times$ | 0.305971 | = | 1,119 |
| 10 | 37,839* | $\times$ | 0.268246 | = | 10,150 |
| Total property value |  |  |  |  | 24,041 |
| *10th year net income before debt service of plus sale proceeds of |  |  |  |  | 3,839 |
|  |  |  |  |  | 34,000 |
| Numbers are 000s of dollars |  |  |  |  | 37,839 |

shows the debt service, annual interest, mortgage balance at the beginning and end of each year, and the amount of amortization.

To determine the taxable income, the amount of the annual depreciation must be quantified. Using the acquisition price of $\$ 24,041,000$, the following table shows the allocation of the basis among the three components: building ( 60 percent); furniture, fixtures, and equipment (FF\&E, 20 percent); and land (20 percent).

| Improvements: |  |
| :--- | ---: |
| Building | $\$ 14,425,000$ |
| FF\&E | $4,808,000$ |
| Land: | $4,808,000$ |
| Total | $\$ 24,041,000$ |

The straight-line depreciation method will be used, with the building component being depreciated in 39 years and the FF\&E component being depreciated in seven years.

The reserve for replacement needs to be factored into the depreciation calculations. It is assumed that each year's reserve for replacement will be spent in a lump sum on the last of each year and will increase the basis in the following year. Thirty percent of the reserve for replacement will be spent on building components (39-year assets) and 70 percent on the acquisition of FF\&E (seven-year assets). The depreciation of reserve-forreplacement expenditures in a year will commence the following year. Exhibit 7 shows the calculation of the depreciation for the building and FF\&E components.

The basis for the building is calculated each year by deducting the annual depreciation from the beginning-of-the-year basis and then adding the building component of the reserve for replacement. The basis for the FF\&E is calculated each year by deducting the annual depreciation from the beginning-of-the-year basis and then adding the

Exhibit 6
Amortization table, base case three (\$000s)

|  | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Year 6 | Year 7 | Year 8 | Year 9 | Year 10 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Interest payment | 1,848 | 1,837 | 1,826 | 1,813 | 1,798 | 1,782 | 1,765 | 1,746 | 1,725 | 1,701 |
| Principal payment | 105 | 115 | 127 | 140 | 154 | 170 | 188 | 207 | 228 | 252 |
| Annual debt service | 1,953 | 1,953 | 1,953 | 1,953 | 1,953 | 1,953 | 1,953 | 1,953 | 1,953 | 1,953 |
| Beginning mortgage balance less | 18,031 | 17,926 | 17,811 | 17,684 | 17,544 | 17,390 | 17,220 | 17,032 | 16,825 | 16,597 |
| Principal payment | 105 | 115 | 127 | 140 | 154 | 170 | 188 | 207 | 228 | 252 |
| Ending mortgage balance | 17,926 | 17,811 | 17,684 | 17,544 | 17,390 | 17,220 | 17,032 | 16,825 | 16,597 | 16,345 |

## Exhibit 7

Depreciation for the building and FF\&E components (\$000s)

| Year | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Total reserve for replacement | 320 | 344 | 370 | 398 | 418 | 439 | 460 | 483 | 508 | 523 |
| Building basis, beginning of year | 14,425 | 14,151 | 13,882 | 13,618 | 13,359 | 13,104 | 12,851 | 12,602 | 12,356 | 12,113 |
| Initial building depreciation | 370 | 370 | 370 | 370 | 370 | 370 | 370 | 370 | 370 | 370 |
|  |  | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
|  |  |  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
|  |  |  |  | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
|  |  |  |  |  | 3 | 3 | 3 | 3 | 3 | 3 |
| Reserve for replacement, building depreciation |  |  |  |  |  | 3 | 3 | 3 | 3 | 3 |
|  |  |  |  |  |  |  | 3 | 3 | 3 | 3 |
|  |  |  |  |  |  |  |  | 4 | 4 | 4 |
|  |  |  |  |  |  |  |  |  | 4 | 4 |
|  |  |  |  |  |  |  |  |  |  | 4 |
| Less: Total building depreciation | 370 | 372 | 375 | 378 | 381 | 384 | 387 | 391 | 395 | 399 |
| Add: Reserve for replacement, building | 96 | 103 | 111 | 119 | 125 | 132 | 138 | 145 | 152 | 160 |
| Building basis, end of year | 14,151 | 13,882 | 13,618 | 13,359 | 13,104 | 12,851 | 12,602 | 12,356 | 12,113 | 11,875 |
| FF\&E basis, beginning of year | 4,808 | 4,345 | 3,867 | 3,373 | 2,861 | 2,323 | 1,757 | 1,165 | 1,218 | 1,293 |
| Initial FF\&E depreciation | 687 | 687 | 687 | 687 | 687 | 687 | 687 |  |  |  |
|  |  | 32 | 32 | 32 | 32 | 32 | 32 | 32 |  |  |
|  |  |  | 34 | 34 | 34 | 34 | 34 | 34 | 34 |  |
|  |  |  |  | 37 | 37 | 37 | 37 | 37 | 37 | 37 |
|  |  |  |  |  | 40 | 40 | 40 | 40 | 40 | 40 |
| Reserve for replacement, FF\&E depreciation |  |  |  |  |  | 42 | 42 | 42 | 42 | 42 |
|  |  |  |  |  |  |  | 44 | 44 | 44 | 44 |
|  |  |  |  |  |  |  |  | 46 | 46 | 46 |
|  |  |  |  |  |  |  |  |  | 48 | 48 |
|  | ( |  |  |  |  |  |  |  |  | 51 |
| Less: Total depreciation | 687 | 719 | 753 | 790 | 830 | 872 | 916 | 275 | 291 | 308 |
| Add: Reserve for replacement, FF\&E | 224 | 241 | 259 | 278 | 292 | 307 | 322 | 338 | 355 | 373 |
| FF\&E basis, end of year | 4,345 | 3,867 | 3,373 | 2,861 | 2,323 | 1,757 | 1,165 | 1,218 | 1,293 | 1,358 |

The basis for the building is calculated each year by deducting the annual depreciation from the
beginning-of-the-year basis and then adding the building component of the reserve for replacement.
The basis for the FF\&E is calculated each year by deducting the annual depreciation from the
beginning-of-the-year basis and then adding the FF\&E component of the reserve for replacement.

Exhibit 8
Calculation of taxable income (\$000s)


Exhibit 9
Calculation of after-fax equity cash flow (\$000s)

|  | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Year 6 | Year 7 | Year 8 | Year 9 | Year 10 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Taxable income | -473 | -162 | 144 | 282 | 416 | 558 | 708 | 1,554 | 1,753 | 1,965 |
| Tax rate | 0.39 | 0.39 | 0.39 | 0.39 | 0.39 | 0.39 | 0.39 | 0.39 | 0.39 | 0.39 |
| Tax liability | -184 | -63 | 56 | 110 | 162 | 218 | 276 | 606 | 684 | 766 |
| Cash flow before debt service | 2,112 | 2,423 | 2,728 | 2,865 | 3,008 | 3,158 | 3,316 | 3,482 | 3,656 | 3,839 |
| Less debt service | -1,953 | -1,953 | -1,953 | -1,953 | -1,953 | -1,953 | -1,953 | -1,953 | -1,953 | -1,953 |
| Tax liability | 184 | 63 | -56 | -110 | -162 | -218 | -276 | -606 | -684 | -766 |
| After-tax equity cash flow | 344 | 533 | 719 | 802 | 893 | 988 | 1,087 | 923 | 1,020 | 1,129 |

FF\&E component of the reserve for replacement.

A separate taxable-income calculation is necessary because the IRS definition of taxable income is different from annual cash flow.

The following items are allowable (IRS) deductions:

- All normal operating expenses,
- Interest on mortgages, and
- Depreciation (a non-cash expense).
The following cash expenditures are not allowable deductions:
- Reserve for replacement, and
- Amortization of mortgages.

The taxable-income calculation starts off with the 10 -year projection of income and expense. The projection includes the reserve for replacement, which is not an allowable deduction. From the projection of income and expense, the assumed debt service (interest and amortization) is deducted. The interest component of the debt service is an allowable deduction but the amortization is not. The result of deduct-
ing the reserve for replacement and debt service from the projection of income and expense is commonly called "cash flow after debt service."

Taxable income is calculated by adding back the amortization and reserve for replacement and deducting the depreciation on the building and $F F \& E$. The details are shown in Exhibit 8.

Once the taxable income is calculated, the tax liability can be determined by multiplying the taxable income by the assumed tax rate ( 39 percent). The after-tax equity cash flow takes the cash flow after debt service and deducts the tax liability (see Exhibit 9). These calculations result in the quantification of the annual after-tax equity cash flow for the 10 -year projection period.

Note that in years where the taxable income is negative, the tax liability is positive, thus assuming that the tax benefit can be used to offset a tax liability from another investment.

The valuation model assumes the sale of the subject property at the end of the tenth year. The resulting equity residual and tax consequences need to be determined. This is called the after-tax equity residual.

The after-tax equity residual is calculated by capitalizing the eleventh-year's net income by the terminal capitalization rate to obtain the reversion value. The before-tax equity residual from the sale of the property is determined by deducting the ending mortgage balance and sales expenses (broker and legal fees) from the reversion value.

As indicated earlier (and repeated here) the reversionary value is calculated by capitalizing the eleventh year net operating income at 11.5 percent, as follows:

Reversion value
$(\$ 4,031,000 / .115) \quad \$ 35,052,000$
less:
Brokerage and legal fees

| $\quad$ (3 percent) | $1,052,000$ |
| :--- | ---: |
| Mortgage balance | $16,344,000$ |
| Equity residual | $\$ 17,656,000$ |

The tax consequences must then be determined to obtain the aftertax equity residual. The capital gain is the difference between the reversion value and the property's tax basis at the end of the tenth year. The capitalgains tax liability is found by multiplying the capital gain by the assumed tax rate ( 28 percent). The after-tax equity residual is the equity residual minus the capital-gains tax.

The following table illustrates the calculation of the tax consequences of the subject property's sale and the resulting

Exhibit 10
Equity-component yield (IRR $=17.51 \%$ )

| Year | Net income before debt service |  | Present value (PV) of \$1 @ 17.51\% |  | Discounted cash flow |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 344 | $\times$ | 0.850994 | $=$ | 293 |
| 2 | 533 | $x$ | 0.724191 | $=$ | 386 |
| 3 | 719 | $\times$ | 0.616282 | = | 443 |
| 4 | 802 | $\times$ | 0.524452 | = | 420 |
| 5 | 893 | $\times$ | 0.446306 | = | 398 |
| 6 | 988 | $\times$ | 0.379804 | $=$ | 375 |
| 7 | 1,087 | $\times$ | 0.323211 | = | 351 |
| 8 | 923 | $\times$ | 0.275050 | $=$ | 254 |
| 9 | 1,020 | $x$ | 0.234066 | $=$ | 239 |
| 10 | 14,316* | $\times$ | 0.199189 | $=$ | 2,851 |
| Value of equity component |  |  |  |  | 6,010 |
| *10th year after-tax cash flow of plus after-tax equity residual of |  |  |  |  | 1,129 |
|  |  |  |  |  | 13,187 |
| Numbers are 000s of dollars |  |  |  |  | 14,316 |

after-tax equity
residual:

| Net sale price | \$34,000,000 |  |
| :---: | :---: | :---: |
| Less basis: |  |  |
| Building \$11,875,000 |  |  |
| FF\&E 1,358,000 |  | The proof is completed by discounting the annual after-tax cash |
| Land 4, 4,808,000 |  |  |
| Total basis | 18,041,000 | flows for the ten-year projection |
| Capital gain | \$15,959,000 | period plus the after-tax equity |
| Capital gains tax rate | 0.28 | residual at the assumed after-tax |
| Capital gains tax | \$4,469,000 | equity yield rate of 17.51 percent to |
| Before-tax equity residual | \$17,656,000 | nal equity investment of $\$ 6,010,000$. |
| less: capital gains tax | 4,469,000 | Exhibit 10 shows the discounting |
| After-tax equity residual | \$13,187,000 | process and proof. CQ |

T
his issue of Cornell Quarterly has much to offer about service quality, which gives me the opportunity to add my two cents based on some first-hand observations. Regular readers of this page of Cornell Quarterly may recall the last missive from executive editor Glenn Withiam, in which he described his preference for anonymity during his hotel stays (December 1995, p. 96). That letter prompted me to 'fess up: unlike Glenn, over the past several years I have been shameless (or perhaps just cheaper yet) in taking advantage of my professional affiliation with the industry.

Knowing that I still have much to learn about the inner workings of the hospitality industry, I have arranged numerous stays in advance of my travels by making my itinerary known in advance, requesting tours of the property, and scheduling meetings with key management personnel. I have also had the opportunity to participate in several "fam" trips.

So it was that I found myself in Jamaica this past October, a guest of allinclusive Ciboney Ocho Rios, a Radisson villa, spa, and beach resort. It was a perfectly orchestrated fam trip for about a dozen journalists, organized by NYC's Ellin Ginsburg Communications. The tightly scheduled trip delivered precisely and generously what the letter of invitation promised. That is, we toured and enjoyed the resort's facilities, traveled beyond the resort's 45 acres to see more of Jamaica's natural beauty, tasted the culinary specialties of the island, saw what makes Ciboney a special place for romantic getaways, and watched as delighted, paying guests got their money's worth. (Ciboney's rates are based on length of stay; a minimum three-day visit for a couple in typical villa accommodations is US $\$ 1,260$. The honeymoon villa suite is a little less than twice that amount.)

The enthusiastic cooperation of Ciboney's staff, the carefully maintained grounds and facilities, the culinary skill and inventiveness exhibited by CIAgraduate chef Jack Shapansky, and the well-conceived amenities and accommodations combined to demonstrate exactly

how and why the relatively young resort (it opened in 1991) has earned so many awards. Among Ciboney's trophies are: designation by the American Association of Travel Editors USA as "one of the world's ten best hotels" for 1994, the Official Hotel Guide's awards for "Most Romantic Resort" and "Best Honeymoon Value," the 1995 Gold Key and Gold Platter awards from Meetings and Convention magazine, and, also in 1995, its third consecutive AAA Four-Diamond award. (In fact, Ciboney was the first allinclusive resort in the world to receive AAA's four-diamond accreditation.)

Ciboney is the brainchild of Jamaican entrepreneur Peter Rousseau, who engaged us with his company during our visit. Rousseau is one of just three individuals nominated as "Independent Hotelier of the World" by Hotels magazine in 1994. Along with the team that developed the $\$ 45$-million resort, he conceived the idea of individual swimming pools for the resort's 80 -some villas, which in turn resulted in the resort's promotional tag line, "What kind of a resort has 90 swimming pools?" Well, now I know: A wellmanaged, relaxed-and-friendly, makes-me-feel-at-home resort called Ciboney.

So, how do they do it? Ciboney's enviable success, I mean, and making guests feel special? First, the resort is very good at delivering exactly what it prom-ises-and more. Moreover, as best as I could tell, the management is not afraid to invest in two key success strategies:
(1) retain quality employees and (2) promote Ciboney's products to tour guides, meeting planners, and travel agents through on-site visits.

I made it a point to ask each and every line employee I encountered how long they had been employed at the resort, which has been in operation for just under five years. Among all the housekeepers, groundskeepers, barkeepers, waitstaff, ground-transportation drivers, and spa workers to whom I spoke, not a single employee answered fewer than three years. That is key to service-quality management and guest satisfaction: longterm employees who are well trained, who enjoy the work they do, and who are devoted to a management that rewards them for a job well done (often by promotion up through the ranks).

Site inspections are also key for any property trying to compete in a highly developed market such as Jamaica. Besides the group I was in, the resort was hosting several other travel-industry groups during my brief visit, primarily travel agents. Undoubtedly, those folks will return home and promote the honeymoon packages, meetings-and-convention services, and leisure-travel opportunities that Ciboney excels at delivering. (Ciboney's market mix is about 85 -percent leisure and 15-percent meetings and incentive.)

Merely hoping that potential customers, meeting planners, or travel agents will happen to see an advertisement, or just relying on positive word of mouth from satisfied guests, are by themselves insufficient strategies. So is an off-site sales pitch that, no matter how well crafted it may be, can't begin to differentiate one allinclusive property from another if the customer hasn't experienced either. Ciboney clearly benefits from the value of a direct outreach approach that offers decision makers first-hand experiences at the resort, which in turn helps those key individuals to sort more decisively through the clutter of ubiquitous advertisements, promotions, and sales calls from similar, competing operations.

Service-quality management is a complicated concept to formulate and actualize, as indicated by the several articles in this issue of Cornell Quarterly which tackle different aspects of that topic. So if, after studying and reading all about service quality, you're still not sure what it's all about or what it looks like, let me suggest you go see for yourself: visit Ciboney Ocho Rios.-F. L.C.


[^0]:    Thin A derobes nic Stephen Rushimore Investinerit Values of Lodging Property: Modeling the Effects of licome laxes and Aletratye tender Criteria;" Cofrifl Hotel and Restauram: Admimistration Quartely, Vol: 36, No. 6. (December 1995), pp. 62-69.

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