# what's TRENDING?

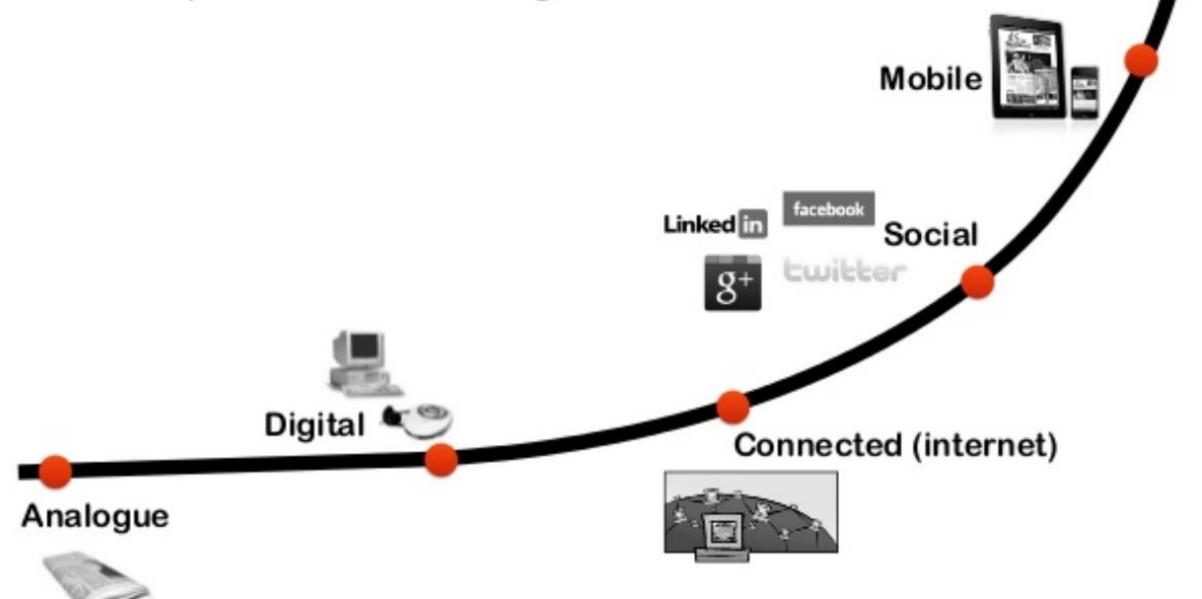




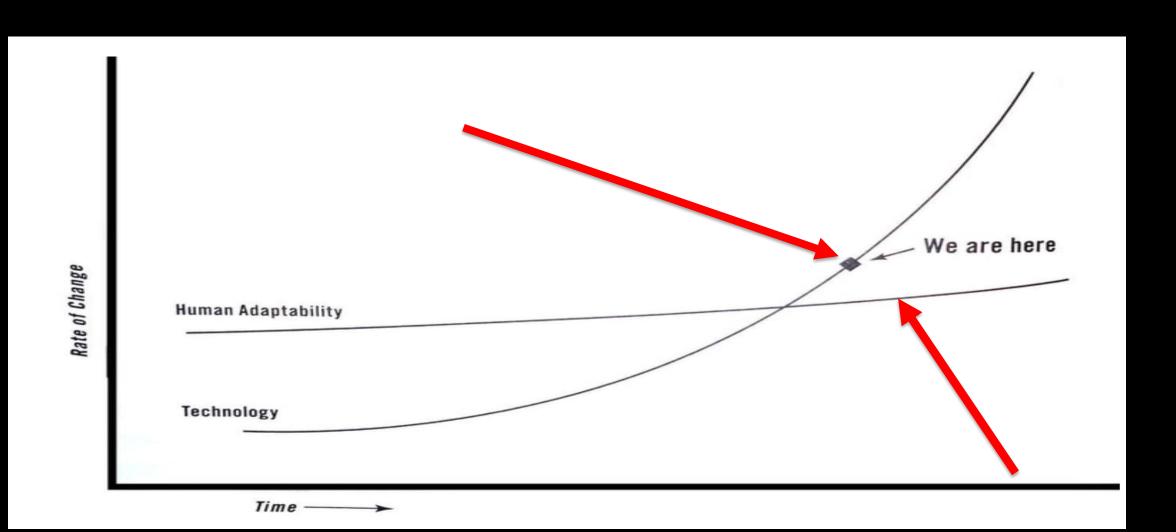
# Thank You for Being Late AN OPTIMIST'S GUIDE TO THRIVING IN THE AGE OF ACCELERATIONS THOMAS L. FRIEDMAN

AUTHOR OF THE WURLD IS FLAT

### The Speed of Change...



### Rate Of Change







Sears







BORDERS

STORE CLOSING

COMPAQ



### Everyone Is Vulnerable



Jeff Bezos to employees: 'One day, Amazon will fail' but our job is to delay it as long as possible





# U.S. Hotels 2016

Metric	No.	Status	Remarks
OCC	65.5%	<b>40.1%</b>	RECORD
ADR	\$124	▲3.1%	RECORD
REVPAR	\$81	<b>▲3.2</b> %	RECORD
AVAIL ROOMS	1.8B	<b>▲1.6</b> %	RECORD
OCC ROOMS	1.2B	<b>▲1.7</b> %	RECORD
ROOM REV	\$149B	<b>44.8</b> %	RECORD

### 2017: A Record Year!

YTD December 2017, Total US Results



% Change
----------

<b>Room Supply</b>		1.8%
<b>Room Demand</b>		2.7%
Occupancy	<b>65.9%</b>	0.9%
ADR	<b>\$127</b>	2.1%
RevPAR	<b>\$85</b>	3.0%
<b>Room Revenue</b>		4.9%

### YTD October 2018: Fundamentals Remain Strong



	Highest Ever?		% Change
Room Supply	V		2.0%
Room Demand			2.5%
Occupancy	V	67.9%	0.5%
ADR	$\overline{\checkmark}$	\$131	2.6%
RevPAR	V	\$89	3.1%
Room Revenue			5.2%



## **Total United States Performance**

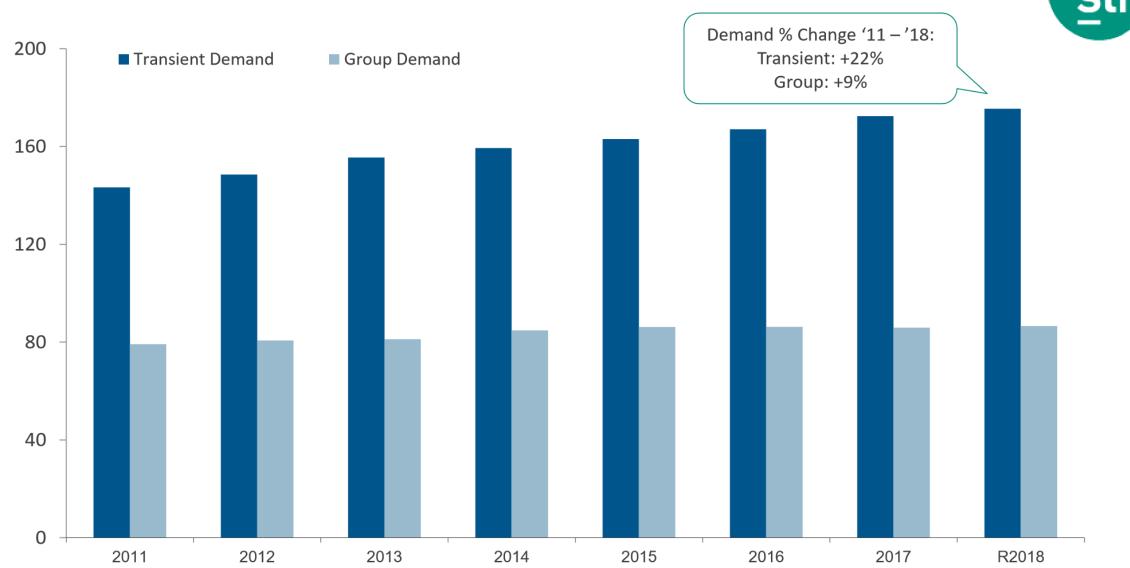


May 2019 YTD	Actual	(% chg)	Comment
Supply	794M	<b>↑ 2.0%</b>	Record
Demand	512M	个 2.5%	Record
Occupancy	64.4%	↑ 0.4%	Record
ADR	\$130	<b>↑ 1.2%</b>	Record
RevPAR	\$84	个 1.6%	Record

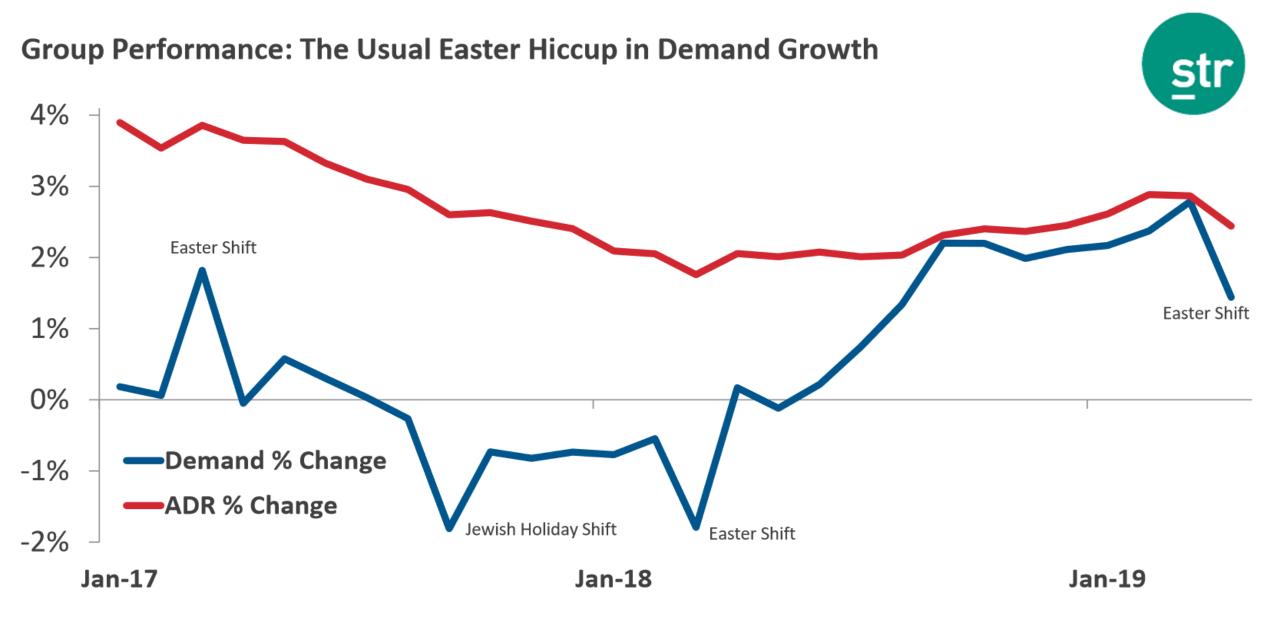
Rates Continue To Grow

### **U.S. Demand Growth is Transient Driven**





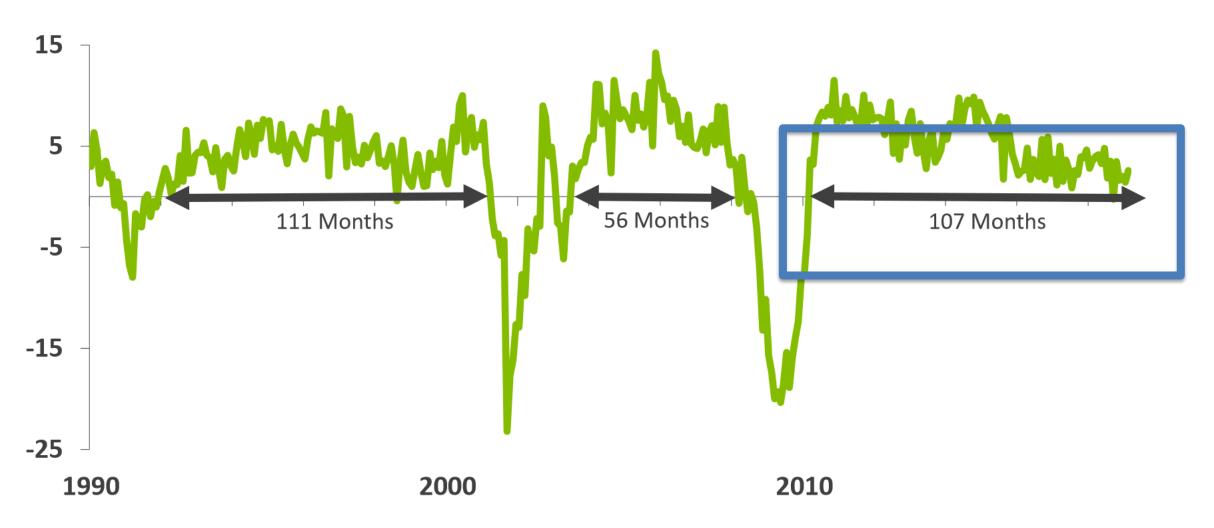
Total Number of Rooms Sold, Group and Transient - by year 2011 – 2017, and August 2018 12MMA \*Luxury and Upper Upscale Classes, Total U.S.



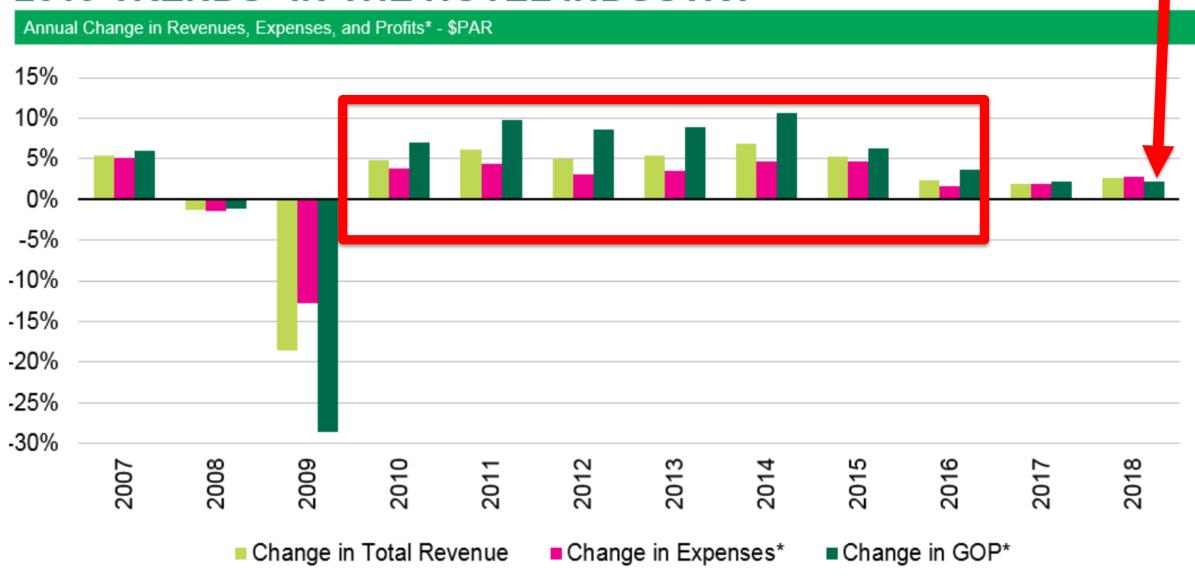
<sup>\*</sup>Group Demand and ADR % Change, 12 MMA, 1/2017 – 04/2019

### **RevPAR Growth: Positive in 107 out of 108 last months**



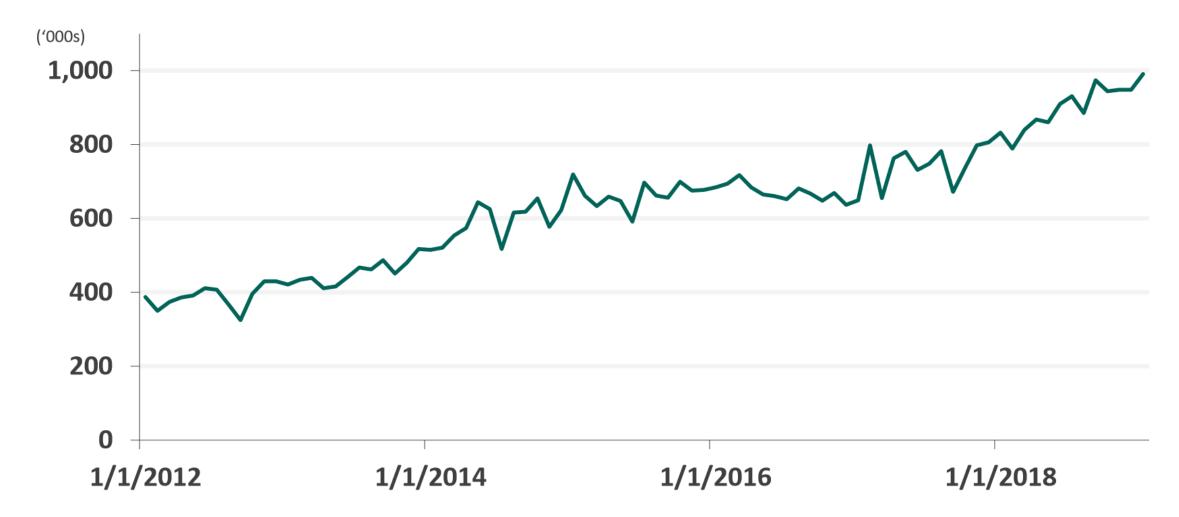


### 2019 TRENDS® IN THE HOTEL INDUSTRY



Note: \* Before Management Fees and Non-Operating Income and Expenses Source: CBRE, Trends® in the Hotel Industry

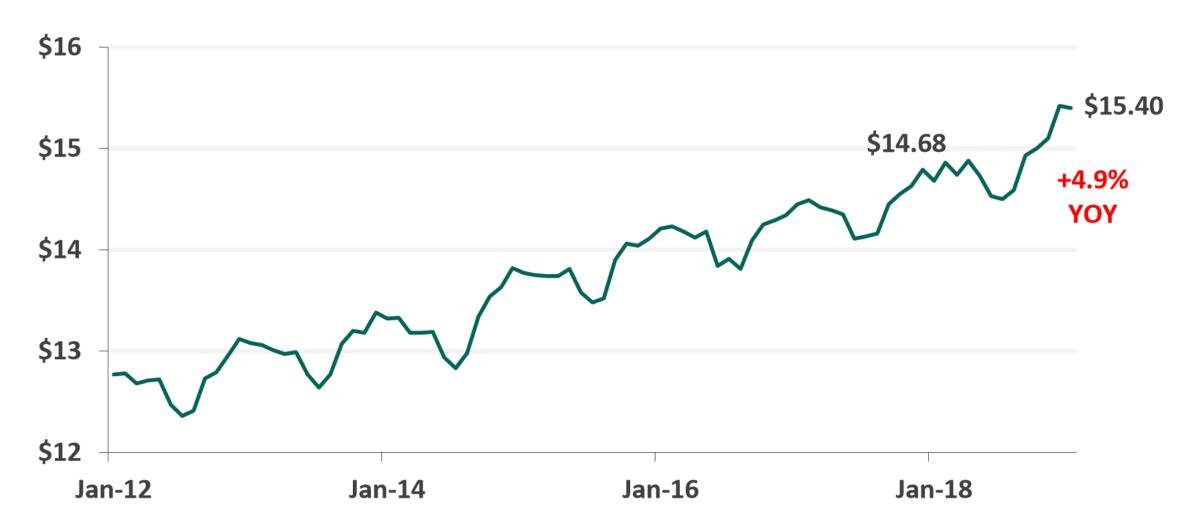
# What Should Worry us? ~1 Million Open Positions in Accommodations /Food Service...



Total U.S., Accommodation and food services, Job openings, seasonally adjusted, https://www.bls.gov/data/#employment

### ... And The Fight For Talent Drives Up Hourly Wages



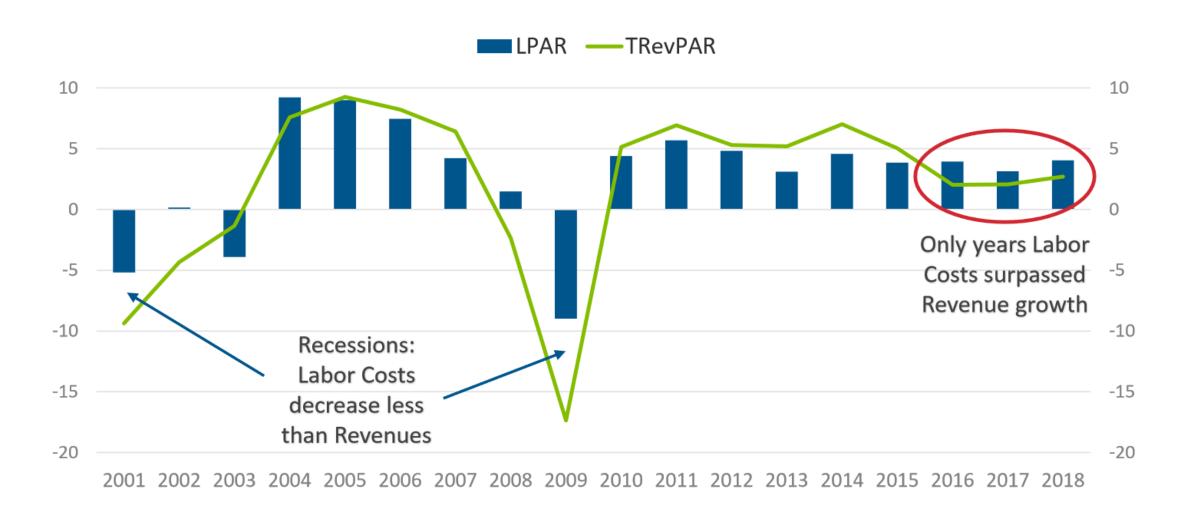


Total U.S., Leisure and Hospitality, Accommodation, Average hourly earnings of production and nonsupervisory employees, not seasonally adjusted <a href="https://www.bls.gov/data">https://www.bls.gov/data</a>, Series ID:CEU7072100008

### Past 3 years Labor costs have outpaced Revenue growth

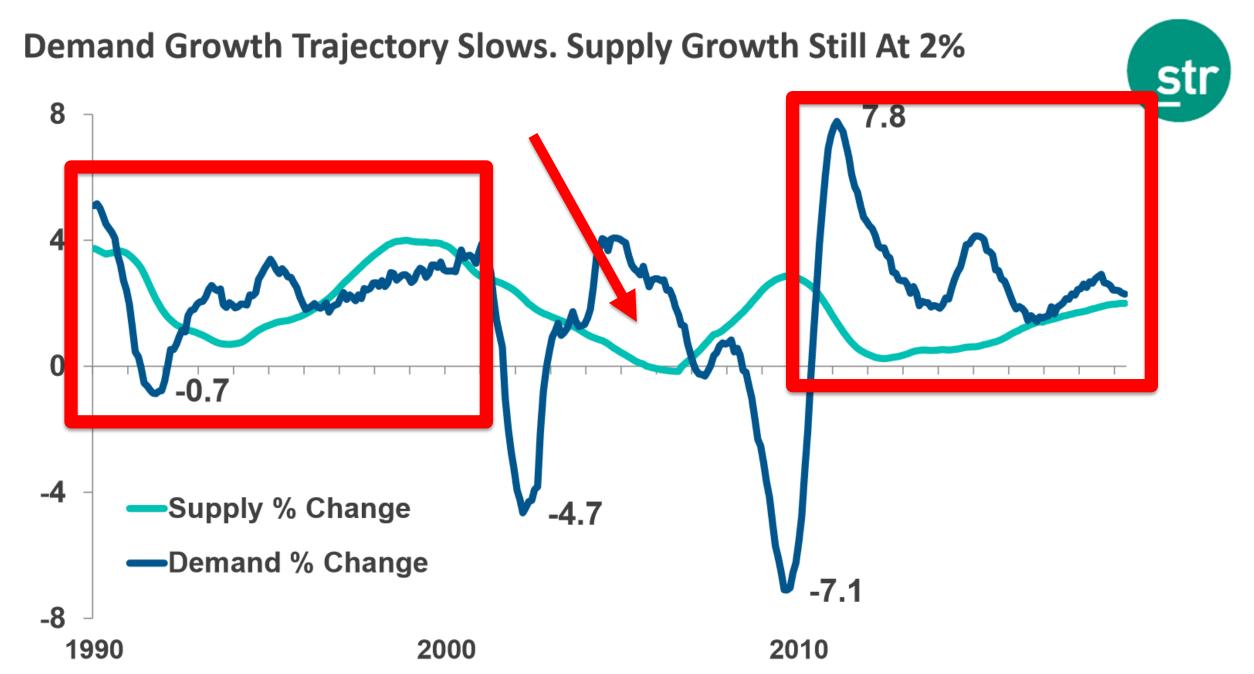
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Labor and Revenues – Year-over-year percentage growth



The Relationship

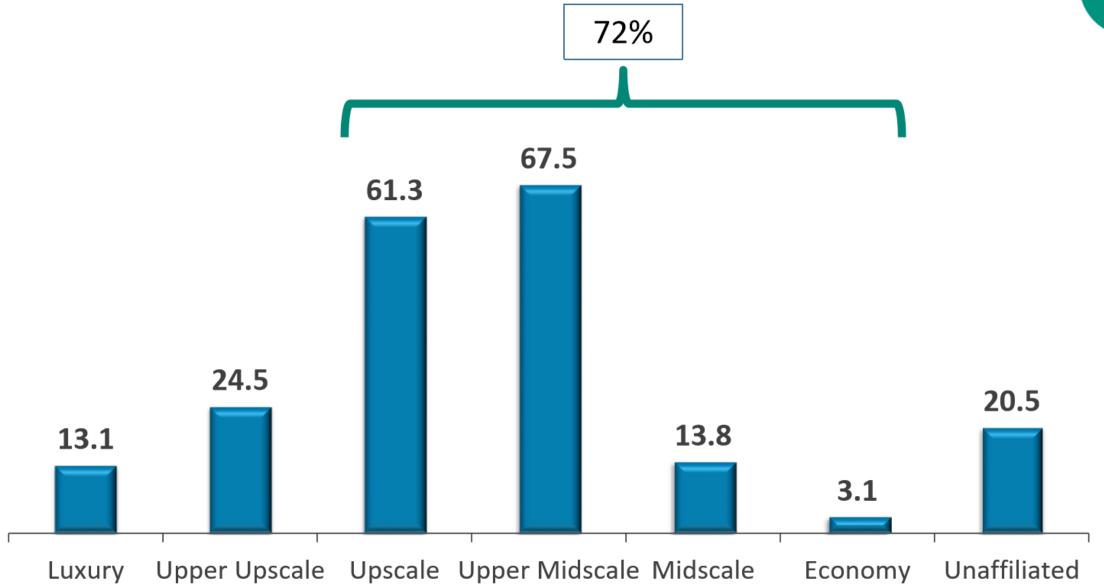








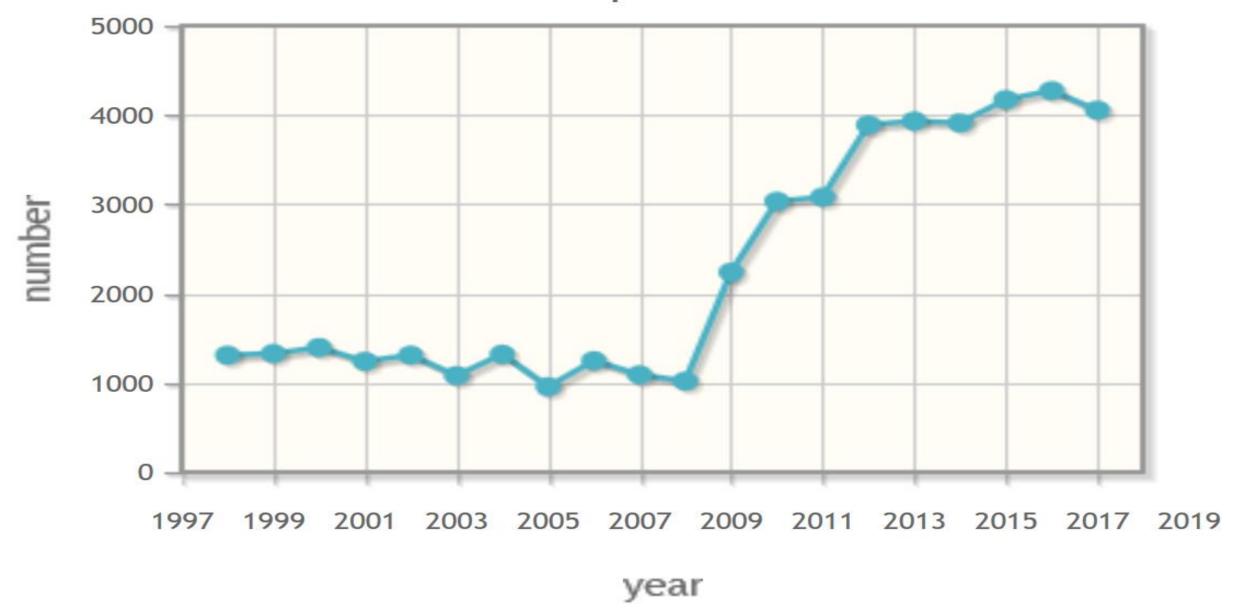




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### Outbreaks per Year\*

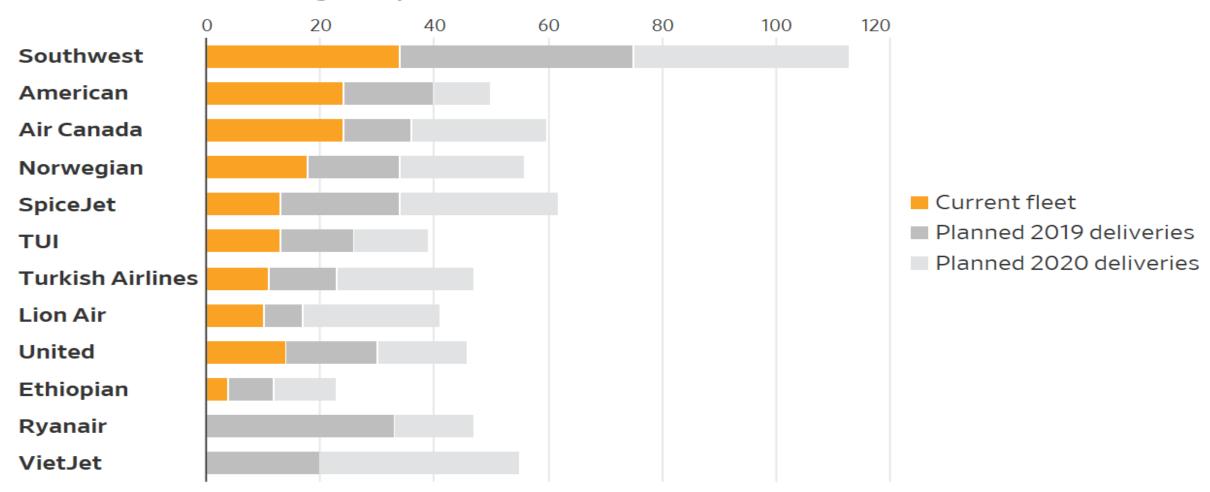




#### Filling the Gap

The 737 MAX grounding and delivery freeze came just as dozens of carriers were planning to introduce or expand the plane in their fleet.

#### Current and ordered Boeing MAX planes

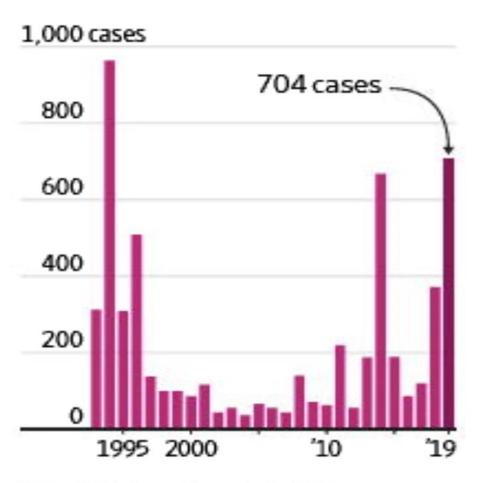


Source: Cowen & Co.



### New Heights

Measles cases in the U.S. have reached their highest level in 25 years.



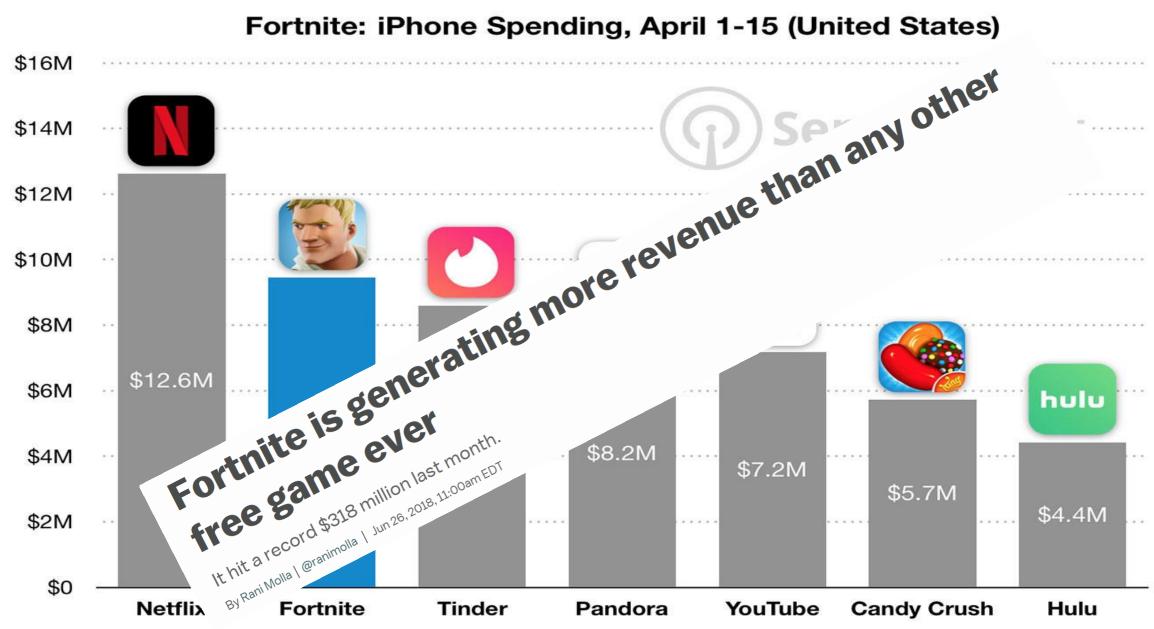
Note: 2019 figure through April 26 Source: Centers for Disease Control

and Prevention





#### Fortnite: iPhone Spending, April 1-15 (United States)



### Top free-to-play games by highest one-month revenue

Fortnite: Battle Royal (May 2018)	318.3M
Lineage M (July 2017)	223.6M
Dungeon Fighter Online (March 2018)	222.7M
League of Legends (Nov. 2016)	207.6M
Pokémon Go (Aug. 2016)	203.5M
Clash Royale (March 2016)	196.7M
Honour of Kings (April 2018)	185.2M
Lineage 2 Revolution (Jan. 2017)	156.7M
Clash of Clans (Feb. 2016)	156.7M
Fantasy Westward Journey (Oct. 2017)	156.6M

Source: SuperData







#### > RESONANCE

#### SORRY AIRBNB, BUT U.S. MILLENNIAL TRAVELERS PREFER HOTELS



The demo that will spend \$200 billion in 2018 alone overwhelmingly prefers full-service hotels. It's just one of the surprises in our new 'Future of U.S. Millennial Travel' Report.

# TRAVEL AGENT USER VS. NON TRAVEL AGENT USER DEMOGRAPHICS\*

TRAVEL AGENT USER Age: 39

Household Income: \$145,875

Married: 84%

Children in Household: 74%

Number of Vacations: 6.2

Amount Spent on Vacations: \$8,405

NON-TRAVEL AGENT USER Age: 49

Household Income: \$112,125

Married: 71%

Children in Household: 34%

Number of Vacations: 2.9

Amount Spent on Vacations: \$4,111

## FUTURE USE OF TRADITIONAL TRAVEL AGENTS BY GENERATION

Source: 2018 Portrait of American Travelers – MMGY Global

	MILLENNIALS	XERS	BOOMERS	MATURES
Vacation/Package Tour	85%	78%	77%	IRC
Accommodations	74%	78%	77%	IRC
Airline	76%	58%	62%	IRC
Cruise Line	75%	47%	40%	IRC
To Choose a Destination	70%	47%	40%	IRC
Rental Car	68%	43%	34%	IRC
LIKELY TO USE A TRADITIONAL TRAVEL AGENT TO BOOK THE FOLLOWING SERVICES*				

<sup>\*</sup>Among travelers who used a traditional travel agent to plan at least one vacation during the next two years



## Demographics

Age / Gender

Race

Location

**Employment Status** 

### **Psychographics**

Personality

Values

Attitudes

Interests

Lifestyles



# Our children will never know the link between the two



Behavioral Science Is Now The Core



Stay Well is transcending hospitality by innovating and hospitality by innovating and all transcending hospitality by innovating and all transcending hospitality by innovating and stranscending hospitality by innovating and hospitality by innovating and subject to be innovating and hospitality by innovati Stay Well is transcending hospitality by innovating and hospitalit

healthier travel experience.

SERVICES > PROGRAMS

#### STAY WELL™

**WELL Building Standard**<sup>™</sup>

Stay Well<sup>™</sup>

**Wellness by Delos** 



## relax

cozy soft white light Bedroom • Living Room • Entryway

Luz blanca suave y acogedora dormitorio • sala de estar • entrada

## refresh™

refreshing daylight light Office • Laundry • Playroom

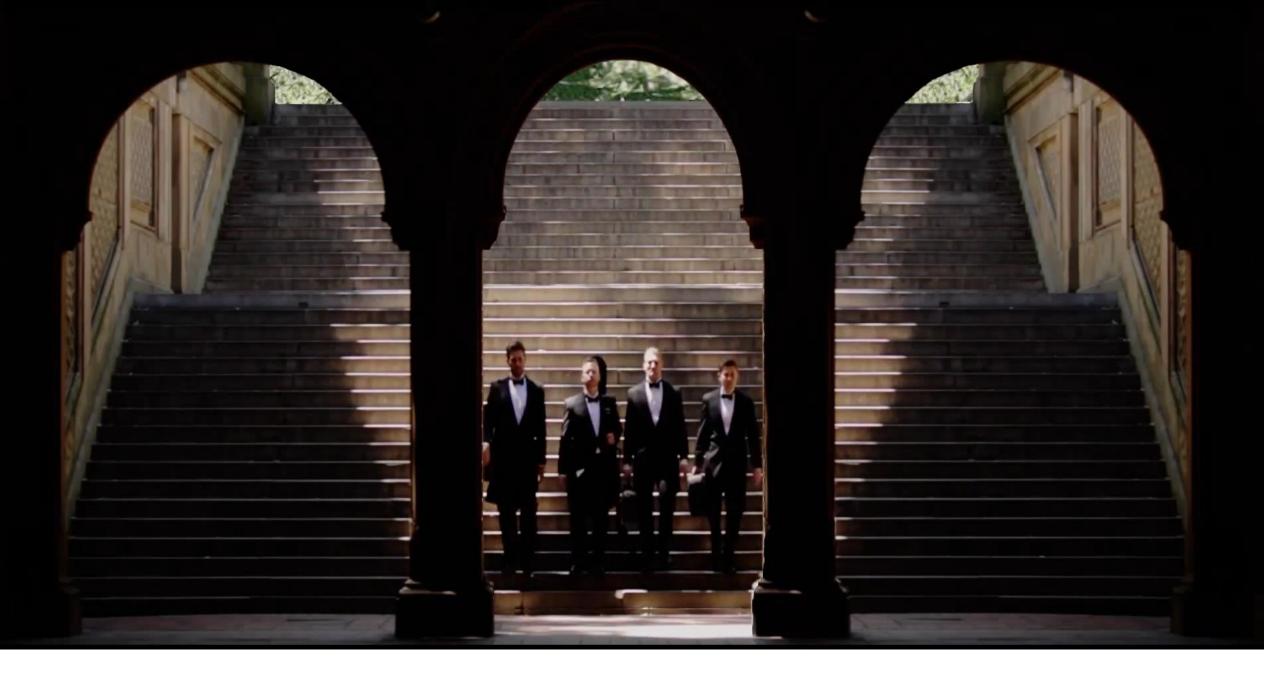
Luz de día refrescante oficina • lavandería • sala de juegos



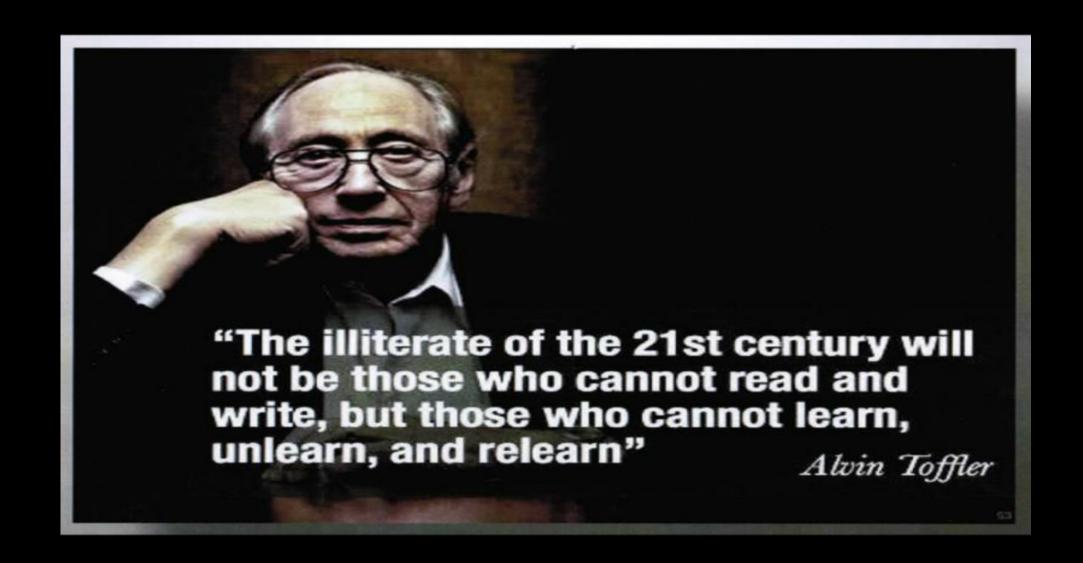


## Leaders Respect – But Grow Tradition





## Trend – Disrupt or be Disrupted



## THANK YOU!

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