

OTL is Putting on the Ritz ...

A 100 year hotel chain legacy lives up to its 'luxury' name



24h Moving deck display chosen for the project.

Charlotte, NC August 29, 2011; Clabo North America with its Oscartielle brand has begun one of many remodel projects with the Ritz Carlton hotel chain. Advanced Gourmet Inc. based in Charlotte was chosen for the execution and installation.

The Ritz-Carlton Hotel Company L.L.C., which operates five-star resorts and luxury hotels worldwide, has received all the major awards the hospitality industry and leading consumer organizing can bestow.

The history of The Ritz-Carlton Hotel Company, L.L.C. originates with The Ritz-Carlton, Boston. The standards of service, dining and facilities of this Boston landmark serve as a benchmark for all Ritz-Carlton hotels and resorts worldwide. The legacy of The Ritz-Carlton, Boston begins with the celebrated hotelier Cesar Ritz, the "king of hoteliers and hotelier to kings," his philosophy of service and innovations redefined the luxury hotel experience in Europe through his management of The Ritz Paris and The

Carlton in London. Cesar Ritz died in 1918 but his wife Marie continued the expansion of hotels bearing his name. In the United States, The Ritz-Carlton Investing Company was established by Albert Keller who bought and franchised the name. In 1927 The Ritz-Carlton, Boston, opened and other hotels followed in New York (at Madison and 54th), Philadelphia, Pittsburgh, Atlantic City and Boca Raton. However, by 1940 none of the hotels were operating except The Ritz-Carlton, Boston. The hotel embodies the vision of Cesar Ritz, Yankee ingenuity and Boston social sensibilities.

In the tradition of Cesar Ritz, Wyner was meticulous about maintaining the privacy of his guests; a policy strictly adhered to today in all Ritz-Carlton hotels. And thus, the elite were drawn to his hotel. However, he was also very aware of the role and reputation the hotel had in the community: during the Depression Wyner kept the lights on in vacant hotel rooms to portray an aura of success.

The Ritz-Carlton, Boston was regarded as a private club for the very wealthy. Up until the 1960s, the hotel was very formal. Guests were regularly checked to see if they were in the Social Register or Who's Who and the hotel sometimes went so far as to examine the quality of writing paper on which the guests wrote to the hotel requesting reservations (if it wasn't of high enough quality, they were refused). Dress codes were enforced for all guests, in great part due to the formality of Boston society. Restaurants were also very stringent with regard to whom they admitted. Women were not allowed to lunch alone in The Café. Unescorted women were not allowed to enter The Ritz Bar until 1970.

Cuisine in the hotel restaurants was created in the hallowed tradition of Cesar Ritz's partner Auguste Escoffier. The cuisine at The Ritz-Carlton has always been classic but never boring, innovative but never trendy. The popular entree Lobster au Whiskey was served on the hotel's opening night in 1927 and remains a favorite dinner item today.

The combination of cuisine and atmosphere ensured the restaurants were "the place" to swing, previewing such musical greats as Benny Goodman and Tommy Dorsey. The Roof closed in 1944, but was reopened to great success in the summer of 1995. Today, guests can enjoy gourmet dining and dancing under the stars to a live big band.

More plays were written or reworked at the Boston hotel than anywhere else in the United States. Richard Rodgers composed "Ten Cents a Dance" on a piano in a Ritz-Carlton suite, Oscar Hammerstein wrote the lyrics to "Edelweiss" in the shower during an overnight stay and Tennessee Williams wrote part of "A Streetcar Named Desire" while a guest at the hotel. In addition to hosting numerous famous personalities, the hotel also entertained an extraordinary number of animals including: Rin Tin Tin, Morris the Cat and Louis the Swan (the central character in E.B. White's classic children's book "The Trumpet of the Swan").

The hotel maintained its own upholstery and print shops and even had a craftsman in-house whose sole job was to paint the gold stripes on the hotel's furniture. As a result of this convenience, the hotel often catered to the whims of important guests. A suite for Joan Crawford was decorated with peppermint Lifesavers because it was her favorite candy and the guest room furniture in Winston Churchill's room was reupholstered in red, his favorite color.

Edward Wyner died in 1961. The land developers Cabot, Cabot & Forbes and their chairman and major shareholder, Gerald W. Blakely, owned and managed the hotel. However, the Ritz legacy endured with Charles Ritz, son of Cesar Ritz, who was an active board member of The Ritz-Carlton until his death in 1977. In 1983, Blakely sold the hotel and the rights to The Ritz-Carlton name to William B. Johnson, who established The Ritz-Carlton Hotel Company.





Irene Storm results in melted ice cream

BELLINGHAM — August 29, 2011

Tropical Storm Irene left Dave Hodgson's ice cream business melting away. The Cold Stone Creamery shops he owns in Bellingham and Southborough haven't opened since hurricane force winds knocked out power to both locations Sunday.

As electric companies yesterday raced to restore power to some 500,000 customers across the state and warned the job could take days, Hodgson was giving away goopy ice cream cupcakes in one store's parking lot and doing math. Worst case scenario: He could lose \$30,000 in sales and product this week.

"People don't really understand what it's like to be a small-business owner," he said. "Things like this have a huge, huge impact on what you do and your future."

Hodgson was preparing to file an insurance claim for his melted product, which includes several dozen thawed ice cream cakes, ice cream, milk, juice, ice cream mix and flavorings he'll have to toss.

"It's pretty devastating," said Hodgson, an Upton resident. He said the bigger cost, though, is loss of business during his peak season.

"When you're in the ice cream business," he said, "you can't afford to lose a whole week in the summer."

Danielle Ameden can be reached at 508-626-4416 or dameden@wickedlocal.com.



Dave Hodgson, who owns Cold Stone Creamery in Southborough and Bellingham, takes a look at the empty showcase in his Southborough shop, closed since Tropical Storm Irene knocked out power on Sunday.

Don Haggen, who led growth of Haggen grocery chain, dies at 80

By Melissa Allison
Seattle Times business reporter

Grocery magnate Don Haggen, who with his brother Rick expanded their parents' company from a single grocery store to a chain of 34 at its height, died Friday in Bellingham after a brief illness. He was 80.

The Haggen company currently operates 13 Haggen Food & Pharmacy stores and 16 Top Food & Drug stores in Washington and Oregon.

Its headquarters remained in Bellingham after the family sold majority ownership last winter to a private investment firm in Florida called Comvest.

It was important to Don and Rick, who owned the company with their children, that it remain a private company. Their parents, Ben and Dorothy Haggen,

started the grocery company in 1933 as Economy Food Store.

Don joined the business in 1957. He became president in 1973 and CEO in 1989.

He retired from the executive position in 1996 but was co-chairman with his brother until the sale earlier this year.



Don Haggen, right, laughs with Clarence Gabriel, left, as he samples the olives at a Haggen store in Bellingham. Gabriel became the new president and CEO.

A memorial service will be held at St. Paul's Episcopal Church in Bellingham at 10:30 a.m. Thursday.

In the News

Commercial Challenges Yield Product Innovation Commercial GeoExchange System Designs (August 31, 2011)

The commercial space can be a challenge to contractors. The sheer size of a building can make heating and cooling every nook and cranny of offices, warehouses, etc., next to impossible without the right products.

Winners of the *The NEWS*' eighth annual Dealer Design Awards' HVAC Commercial Equipment category have brought new ideas to the commercial market that should help contractors meet the commercial challenges they face. Making the top of this honored list was Lochinvar with the gold, Seeley International with the silver, and McQuay with the bronze.

GOLD WINNER

Lochinvar's Crest® Condensing Boiler offers fire-tube technology integrated with the exclusive Smart Touch™ operating control. This combination provides engineers, mechanical contractors, and building owners design flexibility and distinctive performance characteristics for new construction and energy retrofit applications. Smart Touch enables Crest to communicate seamlessly and in real time with building management systems by utilizing an onboard Modbus protocol. Another benefit of the Smart Touch operating system is its built-in cascading sequencer. Crest is capable of sequencing up to an eight boiler system using a simple two-wire, daisy-chain connection. One boiler functions as the leader and modulates to capacity; increasing load then cascades to additional "lag" boilers in the sequence as needed. This lead-lag rotation shifts the "first on" boiler every 24 hours, distributing equal run times to each unit. The ability to sequence up to eight boilers that each have as much as 25:1 turndown means that the combined system has the potential of operating with modulation of up to 200:1 turndown.

Available in five models that range from 1.5 to 3.5 million Btu/hr., with thermal efficiencies as high as 99 percent, Crest brings Lochinvar's technology and energy-efficiency to the largest commercial applications. The boiler introduces a low-NOx combustion system with a stainless steel heat exchanger and a highly unique, patent pending dual-system burner design with up to 25:1 turndown. The top-mounted, single micro-metal fiber burner serves as two combustion systems in one, each with its own blower and gas valve assembly to power the combustion process based on demand. Lochinvar's fire-tube technology and patented Wave™ 316L stainless steel fire-tube is larger than standard fire-tubes, which means Crest requires fewer tubes and welds.

It can operate at flow rates as low as 20 gpm up to a full 350 gpm flow rate. In addition, the boiler offers a wide variety of horizontal and vertical venting options with increased vent lengths and configurations.

Gold winner



SILVER WINNER

Seeley International has two Climate Wizard commercial models - the CW-H10 and the CW-H15. Climate Wizard is an indirect evaporative air conditioner with a primary function to deliver cool, fresh air with low running costs, even in extremely harsh climates, according to the company. It achieves up to 140 percent wet bulb depression - as shown in independent monitoring - and delivers constant airflow of up to 200 Pa. The unit achieves a coefficient of performance (COP) of more than 13, compared with COPs for refrigerated systems of 2-4.



The unit consists of a cabinet that houses its core - an ultra-high-efficiency counterflow heat exchanger - a fan, reservoir, water management system, water distribution system, as well as the electrical cabinet and controls that operate the system. The unit's heat exchanger works by drawing in hot outside air and passing it through a series of wet and dry channels. This allows natural evaporation to cool the air without adding moisture to the air that enters the conditioned space. Warm, moist air is expelled outside the building, while cool air is delivered to the conditioned space, with no moisture added. Climate Wizard can be integrated into building management systems and comes with a standard thermostat wall control and cable plugged at both ends, for easy installation.

It is designed to make installation straightforward. The mounting base is provided with pre-drilled holes, for easier bolt down, and no pre-commissioning is required.

“This is a fantastic supplement to manufacturing and large spaces to reduce costs while improving employee environments,” noted a member of the judging panel.

BRONZE WINNER

The McQuay Delivered variable air volume (VAV) system combines a web-based touch-screen system controller with VAV terminal boxes and air-handling equipment such as rooftop air conditioners. This system is a cost-effective, easy-to-install way to get the benefits of VAV efficiency and comfort for small to medium-sized buildings, according to the company. Its primary application is small to medium sized buildings such as office buildings, schools, and retail facilities. Ancillary devices, such as a boiler or exhaust fans, can be interlocked to the system schedules in the field. Up to 100 total devices can be connected in a system.



Field start-up can typically be completed in hours as compared to days. Configuration files are created for the system and preloaded into the system controller while application data is loaded and tested at the factory for the VAV box and rooftop equipment. After the system is installed, the Delivered VAV system components automatically communicate with each other. The commissioning process is automated as a result of the start-up wizard and easy-to-use touchscreen controller.

“This one’s a game changer,” explained one contractor judge. “I like the ease of serviceability and installation. It’s technician proof.”

The McQuay Delivered VAV system can be accessed from any computer with the web-based interface, without additional hardware. A technician in a remote location can check status, respond to alarms, and determine if an on-site service call is required, all through the web interface. Alarms can be sent as email messages to a smart phone.

2011 Honorees: HVAC Commercial Equipment

Gold Winner

Lochinvar
www.lochinvar.com
CREST Condensing Boiler

Silver Winner

Seeley International
www.seeleyinternational.com
Climate Wizard

Bronze Winner

McQuay International
www.mcquay.com
McQuay Delivered VAV System

Honorable Mentions

enerconcept technologies
www.enerconcept.com
Lubi

Johnson Controls
www.johnsoncontrols.com
YORK® YVAA air-cooled variable-speed screw chiller

McQuay International
www.mcquay.com
AAF-HermanNelson Air and Water Source Heat Pump Unit Ventilators

33300 Central Avenue | Union City, CA 94587