

# **Homewood Suites by Hilton awarded “Highest Guest Satisfaction Among Extended Stay Hotel Chains” by J.D. Power and Associates**



Released on = August 23, 2007, 3:40 am

Press Release Author = [Homewood Suites by Hilton](#)

Industry = [Consumer-Services](#)

Press Release Summary = **Homewood Suites by Hilton awarded “Highest Guest Satisfaction Among Extended Stay Hotel Chains” by J.D. Power and Associates for fifth time in the seven year old segment**

Press Release Body = **Homewood Suites by Hilton**, the national brand of more than 200 all-suite residential-style hotels, has been recognized as **“Highest in Guest Satisfaction Among Extended Stay Hotel Chains”** in the **J.D. Power and Associates 2007 North America Hotel Guest Satisfaction Index Study**. Marking the seventh year that **J.D. Power and Associates** has recognized extended-stay hotels as a market segment in its annual study, this is the fifth time that **Homewood Suites by Hilton** has been awarded the honor, outranking other extended stay brands included in the study.

*"We are extremely proud to receive the J.D. Power and Associates award for the fifth time," said **Rebecca Wyatt, senior vice-president – brand management, Homewood Suites by Hilton** (<http://homewoodsuites.hilton.com/en/hw/brand/about.jhtml>). "This recognition emphasizes the importance of providing consistent service and amenities to our guests while listening to what they need and want most to be productive when on the road for an extended period of time. More importantly, we could not have achieved this award without the enthusiastic hotel team members who deliver exceptional service day in and day out to our guests, and without the continued support of our owners."*

According to the study, **Homewood Suites** ([http://homewoodsuites1.hilton.com/en\\_US/hw/index.do](http://homewoodsuites1.hilton.com/en_US/hw/index.do)) **by Hilton** received top ratings in five of seven key measures of hotel guest (<http://homewoodsuites.hilton.com/en/hw/promotions/index.jhtml>) experience with special attention in the following areas: check-in/check-out, guest room, hotel services, hotel facilities, and costs & fees. **The 2007 North America Hotel Guest Satisfaction Index Study** is based on responses from 47,634 guests who stayed in a hotel between May 2006 and June 2007.

With its innovative online **Suite Selection program, Homewood Suites by Hilton** is the first hotel brand in the industry to offer guests the ability to view a hotel floor plan and select a room preference in advance of arrival. **Suite Selection** features floor plans, photographs and descriptions of every room type in the more than 200 hotels throughout the U.S., as well as hotels in Canada, and Mexico (to open in September 2007). The functionality is available to Hilton HHonors Gold and Diamond members. By end of 2007, the extended stay hotel ([http://homewoodsuites1.hilton.com/en\\_US/hw/index.do](http://homewoodsuites1.hilton.com/en_US/hw/index.do)) brand anticipates making this tool available to anyone with an HHonors profile.

**About Homewood Suites by Hilton**  
Launched in 1989, the **Homewood Suites by Hilton** brand today has more than 201 hotels open with another 125 in the pipeline in various stages of construction. Beyond its spacious suites and home-like amenities, **Homewood Suites** guests can find at each hotel an on-site Suite Shop convenience store, exercise facility and guest laundry at most locations. Guests can also enjoy a daily complimentary **Suite Start hot breakfast and a Welcome Home reception\*** featuring a complimentary light meal and beverages Monday-Thursday evenings. Additional guest services at **Homewood Suites by Hilton** hotels

include a **complimentary grocery shopping service\*\*** and a complete business center at most locations.

**Homewood Suites by Hilton is part of Hilton Hotels Corporation (NYSE:HLT)** the leading global hospitality company, with more than 2,800 hotels and 480,000 rooms in 76 countries and territories, including 100,000 team members worldwide.

The More than 2,300 hotels are owned, managed or franchised in North America with company owns, manages or franchises a hotel portfolio of some of the best known and highly regarded brands, including **Hilton, Conrad Hotels & Resorts, Doubletree, Embassy Suites Hotels, Hampton Inn, Hampton Inn & Suites, Hilton Garden Inn, Hilton Grand Vacations, Homewood Suites by Hilton and The Waldorf**

**Web Site =**

[http://homewoodsuites1.hilton.com/en\\_US/hw/index.do](http://homewoodsuites1.hilton.com/en_US/hw/index.do)

**Contact Details = Homewood Suites PR Contact:**

**Janella Loaiza**

**Homewood Suites**

**755 Crossover Lane**

**Memphis**

**Tennessee**

**38117**

**Tel: (901) 374-6518**