

# Embassy Suites Hotels Champions Top Hotels Of 2007



EMBASSY SUITES  
HOTELS®

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## **Press Release Summary: Embassy Suites Hotels, the Upscale Hotel Chain has announced the brand's Top Hotel and Individual Award Winners**

Press Release Body: **Embassy Suites Hotels** has announced the brand's top hotel awards and brand champions. More than 45 awards were presented to hotels chosen from the brand's portfolio of more than 190 hotels throughout the United States, Canada, Mexico and South America.

Each of the honored [upscale hotels](#) was sent a trophy and monetary prize and will receive individual recognition at the [Embassy Suites](#) regional team meetings being held in June in Phoenix, AZ; Minneapolis, MN; and Charlotte, NC.

*"Each of our hotels and their team members work diligently to live the Embassy Way everyday and provide the ultimate in guest service," said **Jim Holthouser, Senior Vice President, Brand Management, Embassy Suites Hotels**. "From providing a hot, cooked to order breakfast each morning and a comfortable bed for travelers each night to all of the small touches that **Embassy Suites** is known for, our team members truly make a difference for our guests and help them be more productive while on the road. We are pleased to honor the **Embassy Suites Hotels** and team members that epitomize what our*

*brand is all about – guest satisfaction and a high level of customer service.”*

**The Connie Awards, named in honor of company founder Conrad Hilton, are awarded based on the top Total Quality Scores (TQS)** category derived from a property’s year-to-date, overall service and accommodation scores from **Satisfaction and Loyalty Tracking (SALT) reports**, plus a 12-month average on Quality Assurance scores.

**The top three hotels to receive Connie Awards included (in order):**

- Embassy Suites St. Louis – St. Charles/Hotel & Spa, Missouri
- Embassy Suites Huntsville – Hotel & Spa, Alabama
- Embassy Suites Hampton Roads – Hotel, Spa and Convention Center, Virginia

*“Our **Connie Awards** are given to hotels that are the ‘cream of the crop’ when it comes to exceptional guest service and operational quality,”* said Holthouser. *“They are all focused on the business of hospitality and know that it’s driven by two things – our guests and team members. It’s this winning combination that makes our top hotels the very best in all that they do.”*

**The Hervey Feldman Award**, named in honor of one of the pioneers of the **Embassy Suites** brand and the brand’s first president, recognizes the **Embassy Suites General Manager of Year**. The 2007 honor went to **John Steinbach, Embassy Suites Lake Tahoe Hotel & Ski Resort, California**.

**Donna Keffer, Embassy Suites Denver – Southeast, Colorado was awarded Director of Sales of the Year; Monica Bonifazi, Embassy Suites Santa Ana, California was awarded Revenue Manager of the Year, while the sales team at the Embassy Suites Charlotte – Concord/Golf Resort & Spa, North Carolina was awarded the Sales Team of the Year Award.** The awards are given to individuals who demonstrate leadership, accountability, business sense and creativity in the area of sales for their hotel.

For demonstrating commitment and ongoing support to their community, the **Embassy Suites Austin – Downtown, Texas** hotel team received the **Outstanding Commitment to Community**

**Service Award** and was given \$1,000 to be donated to a charity of their choice.

About [Embassy Suites Hotels](#) Founded in 1984, **Embassy Suites Hotels** defines the upscale, all-suite segment and has nearly 200 hotels open, with an additional 50 in the pipeline. With spacious two-room suites, engaging team members and an inviting atrium environment, guests are allowed to put their feet up and feel right at home.

**Hilton Hotels Corporation** is the leading global hospitality company, with more than 3,000 hotels and 500,000 rooms in 76 countries and territories, including 100,000 team members worldwide. The 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=Astoria Collection.**

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