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Jackson Shaw Names Residence Inn The Colony 2011 Hotel Of The Year

The Colony, Texas, April 17, 2012 — The Colony Convention & Visitors Bureau recently learned that Jackson Shaw has awarded the Residence Inn in The Colony the Hotel of the Year for 2011 for outstanding customer service.

To achieve this award, the hotel must complete the year with the highest Overall Satisfaction Score which is gauged by the Marriott Guest Satisfaction Survey.

Stephen Golding, Jackson Shaw Chief Operating Officer, and Christopher Sheldon, Vice President of Hotel Operations, delivered this award to the Residence Inn staff on Monday, January 23rd.

Jackson Shaw developed two sister Marriott properties in the The Colony in May 2009, the Residence Inn and Fairfield Inn & Suites. The Fairfield Inn & Suites is a uniquely built hotel that is complimented by the Cascades Events Center with over 6,000 square feet of event/meeting space.

This is the second year that Jackson Shaw has given this prestigious award. In 2010, both hotels finished first with a tie 87.5% Overall Service Score. The Residence Inn also holds the #1 ranking for overall housekeeping score within Concord Hospitality which is based out of 84 hotels in North America.

This is a great distinction to have within a company states Donna Runnels (Director of Operations) Donna goes on to speak about what is the essence of her team and to their success. "It is all about the direction and the development of our team!" "It's the associates that make all the difference, and we have the best in the industry!"

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The “Aggressive Hospitality” service culture is practiced on a daily basis. “Striving for perfection is the ultimate goal for both hotels” says John Henry, General Manager. The hotels are managed by Concord Hospitality Enterprises Company <http://www.concordhotels.com/>, based in Raleigh, North Carolina.

The Residence Inn completed the year with a Guest Satisfaction Survey score of 88.6%, and finished in the top 25% of all Residence Inn’s nationwide.



The Colony CVB is a proud partner with these Marriott hotels and we congratulate them on this esteemed award. “When you have showcase properties to market to the travel industry, along with outstanding hospitality, it makes our mission to help promote the hotels so much easier.” says Diane Baxter, Director of Communications & Tourism. “John and staff are available and experienced on how to make your stay in their hotels and in The Colony even more enjoyable.”

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