



BY CHOICE HOTELS

***For Immediate Release***

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## **Quality Suites in Lansing ranks #1 among 990 Quality-brand Hotels**

**Lansing, Mich. (January, 2013)** – What happens when you combine top-rated hospitality with superior hotel accommodations? For Michael Rice, General Manager of the Quality Suites Hotel in Lansing, you achieve the #1 ranking in the nearly 1,000 unit strong Quality Hotel brand. By finishing best in brand, the property has been awarded the 2013 Platinum Award - for the *fifth* consecutive year.

The Platinum Hospitality Award is presented annually to the top hotels that exceed Choice's rigid quality assurance standards. "This prestigious award recognizes only the top 3% of our hotels that excel in service, facilities, and hospitality," said Alexandra Jaritz, senior director for the Quality Brand. To qualify, a hotel must undergo a series of rigorous inspections that evaluate each operating area. Departments are rated according to criteria including staff knowledge, attitude and professionalism, training, safety and security, facility maintenance, and energy conservation.

The hotels that rank at the top of their brand represent the properties most committed to customer satisfaction. The best of each brand is selected by reviewing the property's guest satisfaction scores, the quality assurance scores and unannounced on-site inspections. Choice Hotels presents the awards to properties that best demonstrate lodging excellence by offering services and guest experiences that set the standards for the entire industry.

"Our staff works very hard to provide our guests with an optimal experience," Rice said. "We have worked hard to foster harmony and commitment throughout the hotel by selecting and retaining staff that are positive, flexible and helpful every day. We are grateful our efforts don't

go unnoticed, and we will continue to maintain this level of excellence going forward. Our goal is to be *the* hotel of choice every time our guests visit the Lansing area.”

Featuring 117 two-room suites, the hotel is located at 901 Delta Commerce Drive on the West side of Lansing, just off Saginaw Highway. The property offers a top-rated cooked to order breakfast, meeting and banquet facilities that can accommodate up to 200 people, a 24-hour convenience store, and an evening social hour with cocktails, beer, wine, and hors d'oeuvres. The hotel is also proud to be certified as a Green Lodging Steward by the State of Michigan's Energy Office.

2004 – Gold Award for Service and Hospitality Excellence – Choice Hotels International

2007 - Green Lodging Steward Certification – State of Michigan

2009 – APEX Award for Eco-excellence – Choice Hotels International

2009 - Platinum Award for Service and Hospitality Excellence – Choice Hotels International

2010 – Highest Overall Room Condition Score - Region 8 - Choice Hotels International

2010 – Platinum Award for Service and Hospitality Excellence – Choice Hotels International

2011 – Platinum Award for Service and Hospitality Excellence – Choice Hotels International

2011 – Hotel of the Year – Choice Hotels International

2012 – Platinum Award for Service and Hospitality Excellence – Choice Hotels International

2013 – Platinum Award for Service and Hospitality Excellence – Choice Hotels International

### **About Choice Hotels**

Choice Hotels International, Inc. franchises more than 6,100 hotels, representing more than 490,000 rooms, in the United States and more than 30 other countries and territories.

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