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RADISSON HOTELS & RESORTS ANNOUNCES TOP AWARD WINNERS

MINNEAPOLIS – Radisson Hotels & Resorts recently honored its top-performing hotels, managers and employees. Following are highlights of the top award winners including Hotel of the Year, General Manager of the Year and Employee of the Year.

Top-Performing Hotels

Radisson Hotels & Resorts honored 36 of its hotels with **President's and President's Gold Awards**, based on exceptional guest satisfaction performance. The award-winning hotels were selected from among 191 Radisson properties in the Americas. The **Hotel of the Year Award** was presented to the Radisson Fort McDowell Resort & Casino in Scottsdale, Ariz. This award is presented to the property that displayed outstanding sales and marketing efforts, distinguished itself with a high level of commitment to guest service, supported the Radisson brand and has had exceptional financial success.

The **White Glove Award**, given annually to the hotel that achieves top scores on both guest room cleanliness and bathroom cleanliness as determined by guest satisfaction feedback, was awarded to the Radisson Hotel Flamingos-Mexico City. The Radisson Hotel Colorado Springs Airport received the **Guest Satisfaction Award**, which is given to the hotel that achieves the highest overall guest satisfaction rating.

The **Guest Choice Award**, which honors the hotel that achieved top loyalty performance in terms of guests' intent to return, was awarded to the Radisson Poliforum Plaza Hotel Leon in Mexico. The **Rising Star Award**, recognizing commitment and performance to guest satisfaction, effective brand standards implementation, and proactive sales & marketing, was presented to the Radisson Hotel Orlando - Lake Buena Vista, Fla.

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Employee Awards

Angela Maria Gomez, general manager of the Radisson Royal Bogota Hotel in Colombia, was honored as the Radisson Hotels & Resorts **General Manager of the Year**. This award is presented to the general manager who has provided the highest standards of leadership, particularly in the areas of sales and profit achievement, guest service and human resource development.

The Radisson Hotels & Resorts **Employee of the Year Award** was presented to Rachel Diaz, banquet prep cook and employee cafeteria attendant at the Radisson Hotel & Suites Austin - Town Lake, Texas. Diaz was recognized for demonstrating an exceptional *Yes I Can!* attitude to guests and co-workers and is considered a team player who consistently goes beyond the call of duty to satisfy guests.

Finally, the **Aspire Award** (Sales Achievement) was presented to Jim Riker, general manager the Radisson Plaza - Warwick Hotel Philadelphia, Pa. The Aspire Award recognizes the hotel with the highest overall engagement in executing sales strategies and marketing efforts.

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[Radisson® Hotels & Resorts](#), one of the world's leading, full-service hotel brands, offers vibrant, contemporary and engaging hospitality that is defined by its distinctive "Yes I Can!" service philosophy. Radisson includes more than 400 locations in 68 countries. It is part of [Carlson Hotels Worldwide](#), a leading global hotel company with more than 1,000 locations in 72 countries under the brands of Regent® Hotels & Resorts; Radisson® Hotels & Resorts; Park Plaza® Hotels & Resorts; Country Inns & Suites By CarlsonSM and Park Inn®.