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KIMPTON HOTELS & RESTAURANTS SNAGS TOP POSITION IN THE Q1 2014 'MARKET METRIX HOSPITALITY INDEX'

Boutique Hotel & Restaurant Company Receives Highest Score of any Hospitality Company Worldwide

SAN FRANCISCO, April 30, 2014 – [Kimpton Hotels & Restaurants](#) has ranked number one in overall guest satisfaction among every hotel brand in the world for the first quarter, as tracked by the 2014 Market Metrix Hospitality Index (MMHI). This distinction follows Kimpton's recognition as the number one hospitality company in the Upper Upscale segment for the entire year of 2013.

MMHI collects data from 40,000 travelers around the globe each quarter, where guests can provide more than 200 details about their most recent hotel experiences. The MMHI customer satisfaction score is based on the average rating of 14 product and service questions that are highly correlated with guest loyalty and recommendations.

"For more than three decades, we've been known as pioneers in the boutique space – from design, to guest amenities to chef-led restaurants," commented Michael Depatie, CEO and president of Kimpton Hotels & Restaurants. "Our approach to guest service is to truly connect with each guest and go the extra mile. Because this is part of our DNA, our employees genuinely love where they work, and that comes across in their guest interactions, which ultimately drive our consistently high satisfaction scores."

Kimpton Hotels & Restaurants earns top customer satisfaction scores from Market Metrix Hospitality Index consistently, which evaluates not only overall satisfaction but Loyalty Emotions®, a measure given to companies that provide experiences that elicit positive emotional responses for their guests.

To learn more about Kimpton Hotels & Restaurants, please

visit www.KimptonHotels.com, www.Twitter.com/Kimpton, www.Facebook.com/Kimpton or www.LifeisSuite.com.

ABOUT KIMPTON HOTELS & RESTAURANTS

San Francisco-based Kimpton Hotels & Restaurants is the leading collection of boutique hotels and restaurants in the United States and the acknowledged industry pioneer that first introduced the boutique hotel concept to America. In 1981, Bill Kimpton founded the company that today is renowned for making travelers feel genuinely cared for while away from home through thoughtful perks and amenities, distinctive design that tells a story and inspires a sense of fun at each hotel and a sincerely personal style of guest service. Out to help people live full, balanced lives, Kimpton aims to inspire with touches like yoga mats in every room, complimentary coffee and tea to start the day, hosted evening Wine Hour, in-room fitness programming and complimentary bike rentals. The award-winning restaurants and bars are led by talented chefs and bartenders that offer guests a chance to dine like a local. Kimpton also leads the hospitality industry in eco-friendly practices that span all hotels and restaurants, and is consistently ranked as one of the top companies in the Market Metrix Hospitality Index, Upper Upscale Segment, for Customer Satisfaction. The company is highly-regarded for its innovative employee culture and benefits and has been named a Fortune magazine "Best Place to Work" four times since 2009. Kimpton is continuously growing and currently operates 60 hotels and nearly 70 restaurants, bars and lounges in 26 cities. For more information, visit www.KimptonHotels.com and www.KimptonRestaurants.com.

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