

# KIMPTON®

hotels & restaurants

## FOR IMMEDIATE RELEASE

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Kimpton Hotels & Restaurants

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### **J.D. POWER RANKS KIMPTON HIGHEST IN GUEST SATISFACTION *Leading Boutique Hotel Company Awarded Upper Upscale Segment for Second Consecutive Year***

SAN FRANCISCO, July 17, 2014 – [Kimpton Hotels & Restaurants](http://www.kimptonhotels.com) today announced that for the second year in a row, it has received the highest ranking in guest satisfaction in the upper upscale segment of the just-released *J.D. Power 2014 North America Hotel Guest Satisfaction Index Study<sup>SM</sup>*. According to the study, hotel guest satisfaction has reached its highest level in the past eight years, with an overall guest satisfaction average of 784 on a 1,000-point scale. Kimpton's scores surpassed the competition in the final results. A pioneer and leader in the boutique hotel sector in the United States, Kimpton garnered the highest scores in two areas: guest room and hotel services.

“Throughout our 33-year history, we’ve been driven by one thing: providing personal, authentic service to all our guests,” said Mike Depatie, president and chief executive officer at Kimpton Hotels & Restaurants. “We’ve empowered our employees to go the extra mile for our guests and it’s entirely because of them that we’ve been recognized with this honor two years in a row.”

Kimpton currently operates 61 hotels and 66 restaurants, bars and lounges in 26 cities and 17 states, with each property offering a unique spirit and style. The company is growing rapidly with a 30 percent year-over-year projected growth, with 15 projects in active development in cities all over the U.S. and the Caribbean from Milwaukee, Pittsburgh and Winston Salem to San Antonio, Palm Springs, Denver, Seattle and Grand Cayman.

The 2014 North America Hotel Guest Satisfaction Index Study is based on responses gathered between June 2013 and May 2014 from more than 67,000 guests from Canada and the United States who stayed in a hotel in North America between May 2013 and May 2014.

To learn more about Kimpton Hotels & Restaurants, please visit [www.KimptonHotels.com](http://www.KimptonHotels.com), [www.LifeisSuite.com](http://www.LifeisSuite.com), [www.Facebook.com/Kimpton](https://www.facebook.com/Kimpton), or [www.Twitter.com/Kimpton](https://www.twitter.com/Kimpton).

### **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” five times since 2009. Kimpton is continuously growing and currently operates 61 hotels and nearly 70 restaurants, bars and lounges in 26 cities. For more information, visit [www.KimptonHotels.com](http://www.KimptonHotels.com).

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