



NEWS

2011 is an award-winning year for 5* Marriott Moscow Royal Aurora

Moscow, June 17, 2011 - 5* Marriott Moscow Royal Aurora hotel, one of the first 5* business branded hotels in Moscow, started 2011 as fifth in the list of 87 Marriott properties in Europe in overall guest satisfaction as determined by the Guest Satisfaction Survey (GSS). 6 months into the year and the hotel moved to the second position and is fractionally behind the leading hotel. The Marriott Moscow Royal Aurora, the first 5* hotel in Eastern Europe to introduce a highly personalized butler service, is leading in practically every aspect related to hotel staff service according to the GSS results.

“Our stay was an outstanding experience. We give it our highest recommendation -- no qualifications or reservations. There is no debate in our view that the staff is five star, as a result making the experience five star,” said a hotel guest on popular travel site TripAdvisor.

The exceptional level of hospitality hasn’t passed unnoticed by TripAdvisor and its members. The world's largest travel site that assists travelers in gathering travel information recently awarded Moscow Marriott Royal Aurora Hotel a 2011 TripAdvisor Certificate of Excellence.

TripAdvisor awards this certificate to properties which consistently receive excellent ratings from members. The TripAdvisor’s letter to the hotel says that “we think your 4.5 rating is something to be proud of and we hope you do too.”

Marriott, the leader in brand loyalty, prides itself on having some of the best customer service in the industry and the Marriott Moscow Royal Aurora hotel is no exception. General Manager Bert Fol has coordinated the management’s relentless focus on guest satisfaction for the last three years and his ambitious aim is to make the hotel number one in guest satisfaction polls. This year those efforts have seen the hotel with one of the GSS awards among Marriott’s Europe General Manager Awards 2010.

“These awards really inspire the team to excel in every category and to exceed guest satisfaction. Earlier this year our upscale steak house Polo Club was voted the 2010 best hotel restaurant by the Time Out independent restaurant experts, which was our aim in modifying the restaurant concept. The latest awards give the hotel team a strong impetus to make the hotel number one in travellers’ choice.” – said Bert Fol.

In 2009 the Marriott Moscow Royal Aurora hotel got the National Russian Tourist Board Award “The Golden Meridian – 2009” for excellent services rendered to Russian tourists.

Marriott Royal Aurora is located in the heart of Moscow on historical Petrovka Street close to the Bolshoi Theatre, Red Square with the city's landmark, the Kremlin. The hotel was opened in January 1999 and has 231 wonderfully equipped rooms, including 35 suites, 2 Ambassador suites and one Presidential suite. The splendour of the hotel adds to the level of unparalleled luxury with full butler service. The luxury accommodations played host to world leaders such as Shimon Peres, Israeli Foreign Minister, ex-U.S. president George Bush Sr., as well as to prominent artists, like world famous French choreographer Roland Petit, theater director Robert Wilson, film stars Jim Carrey and Liv Tyler, among many others.

Address: 11, Petrovka street

Telephone: +7 495 937 1000

Для получения информации о компании Вы можете посетить сайт [Marriott International, Inc. \(NYSE:MAR\)](http://www.marriott.com)