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## FOR IMMEDIATE RELEASE

### Hotel Excellence Awards Honor Hospitality Industry Achievements

January 31, 2012 (New York, NY) On Monday evening, January 30, 2012, the 2011 Hotel Excellence Awards (HEA) program was held at the iconic Cipriani Wall Street and hosted by MVP|NY (Morris Visitor Publications), a multi-media travel-publishing company—in cooperation with the Hotel Association of New York City, Inc. The HEA program recognizes the qualities and characteristics that define superior service and achievement in New York City's hospitality industry. The night saw a record turnout of more than 640 of the hospitality industry's finest.

Comprised of the Hotel Experience Awards, selected by the readers of IN New York magazine; and the Silver Plume Awards, which honor exemplary customer service of concierges and managers, as chosen by their peers, HEA winners included:

#### Hotel Experience Award Winners

##### 500 Rooms or More

Best Concierge Service: New York Marriott Marquis

Best Room Amenities: The New York Palace Hotel

Best Hotel Restaurant: The London NYC

Best Family-Friendly Hotel: The Waldorf=Astoria

Best Business Services: InterContinental New York Times Square

Best Overall Hotel Experience: The Waldorf=Astoria

##### Fewer than 500 Rooms

Best Concierge Service: The Ritz-Carlton New York, Central Park

Best Room Amenities: W New York – Union Square

Best Hotel Restaurant: The Setai Fifth Avenue

Best Family-Friendly Hotel: The Plaza Hotel

Best Business Services: Mandarin Oriental, New York

Best Overall Hotel Experience: The Setai Fifth Avenue

#### Silver Plume Winners

Chef Concierge of the Year: Frederick Bigler, The Peninsula New York

Concierge of the Year: McKinley Winston, The St. Regis New York

Best Supporting Manager of the Year: Heiko Kuenstle, The Pierre, a Taj Hotel

(more)

The night also saw Tim Tompkins, president of the Times Square Alliance, receive the prestigious Lifetime Achievement Award, which is given each year to an individual who demonstrates exceptional achievement in their field and outstanding contributions to New York City's hospitality industry. Actress and humanitarian Whoopi Goldberg received this honor in 2010.

“One of the very best things about leading the Times Square Alliance is knowing and working with so many amazing people in the travel and tourism industry,” says Tompkins. “So being honored by them is truly a special treat; I in turn tip my hat to all of those who make tourism an incredibly and ever more important part of New York City's economy.”

The Hotel Excellence Awards' presenting sponsor, jcpenny, presented the jcpenny's Hotel Excellence Award for Community Service to James Lamboglia, concierge at The Plaza Hotel.

Entertainment for the evening included selections from Ghost the Musical, which will make its Broadway debut on March 15 at the Lunt-Fontanne Theatre, as well as a charitable Silent Auction—containing hundreds of luxury items—to benefit the Les Clefs d'Or Foundation, the New York City Association of Hotel Concierges' Charitable Fund, the Hotel Association of New York City Scholarship Fund and the ITM Hospitality Fund.

**About MVP/NY:**

Morris Visitor Publications New York (MVP/NY) is a division of Morris Communications Company. MVP/NY's market-leading visitor publications include IN New York and Where® New York magazines, QG: New York City's QuickGuide, Where Guest-Book® New York and IN New York Map. Reaching every segment of the visitor market—from leisure and family to business and luxury travel—MVP/NY products appear at more than 300 of New York's most distinguished hotels, visitor centers and high-traffic attractions, private clubs, airports, on New York Water Taxi boats, Amtrak trains and Acela VIP lounges and in upscale corporate housing, generating an annual readership in excess of 34 million. For more information, log on to [www.mvpngny.net](http://www.mvpngny.net)

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