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Hilton Waikiki Beach is Number 1 in the Americas for Guest Satisfaction and Loyalty

HONOLULU – June 11, 2018 – [Hilton Waikiki Beach](#) on Kuhio has earned the 2017 *Hilton Make it Right - Highest Satisfaction and Loyalty Tracking* brand award. It received the highest guest service scores amongst all Hilton-branded hotels with more than 500 guest rooms in North and South America. This is the second consecutive year Hilton Waikiki Beach earned this top honor, demonstrating its commitment to providing the highest level of quality and service.

Hilton guests receive a satisfaction survey immediately after their stay to obtain timely feedback on their overall experience. The quantitative evaluation asks guests to assess their experience in different categories during their stay. Hilton Waikiki Beach ranked above the brand average by four percent on overall experience and overall service, five percent on brand personality, six percent on likelihood to recommend, eight percent on meetings and events, and 11 percent on problem resolution. The hotel also reported fewer incidence of problems by less than six percent, compared to the brand average.

"This recognition is the best honor we can ask for from our guests," said Henry Perez, general manager, Hilton Waikiki Beach. "Our team is genuinely invested in making sure our guests have a memorable and enjoyable stay, whether they are on vacation or business. We are proactive in our follow-ups to ensure every moment they spend with us and on our island, is excellent."

A common theme amongst guest comments is that they “felt special and well cared for from the moment they arrived,” referring to the team members’ positive attitude and sense of urgency in addressing guests’ requests or concerns. From assisting guests with flat tires, offering proactive upgrades when available, providing early check-ins and hospitality rooms to accommodate late flights, coordinating birthday and anniversary surprises and helping guests navigate Hawaii’s public transportation system, guest comments recognized the unparalleled service they experienced.

Hilton Waikiki Beach’s exemplary guest service results in a high percentage of loyal, repeat guests.

"Our team members develop real connections with our guests; it's not out of the norm for them to stay in touch and remain friends after," said Perez. "We really make them part of our 'ohana' (family)."

Guests' comments also consistently note the value they receive staying at Hilton Waikiki Beach. It is the only Hilton brand hotel in Hawaii with an Executive Lounge that offers free breakfast and non-alcoholic beverages with hors-d'oeuvres daily. This offering delivers great value for travelers, especially those with families. Live, nightly entertainment in the hotel lobby is free to guests. Cabanas and chairs near the rooftop pool are also free to guests.

M.A.C. 24/7 Restaurant and Bar offers a full menu of breakfast, lunch and dinner options, 24 hours a day. Hilton Waikiki Beach is at 2500 Kuhio Avenue in Honolulu. For more information, call +1 808 922 0811 or visit www.hiltonwaikikibeach.com

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About Hilton Waikiki Beach

Hilton Waikiki Beach on Kuhio is a 601-room full-service hotel offering beautiful ocean and mountain views and 17,000 square-feet of function space. It is located just one block from Waikiki’s beaches, shopping, dining and entertainment; close enough to all the excitement yet far enough from the noise to afford travelers rest and relaxation. It’s home to M.A.C. 24/7 known for its award-winning gourmet comfort food, and the M.A.C. Daddy Pancake Challenge as featured on “Man vs. Food” by the Travel Channel. The restaurant and bar offer a full-menu 24-hours. Hilton Waikiki Beach does not charge a daily resort fee. Learn more by visiting hiltonwaikikibeach.com or following on Facebook, Twitter and Instagram.

About Hilton Hotels & Resorts

For nearly 100 years, Hilton Hotels & Resorts has set the benchmark for hospitality around the world, providing new product innovations and services to meet guests' evolving needs. With more than 575 hotels across six continents, Hilton Hotels & Resorts properties are located in the world's most sought-after destinations for guests who know that where they stay matters. Hilton Honors members who book directly through preferred Hilton channels have access to instant benefits. Begin your journey at www.hilton.com, and learn more by visiting newsroom.hilton.com/hhr or following us on Facebook, Twitter, and Instagram.

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