



REMINGTON

The premier service provider to the hospitality industry™

NEWS RELEASE

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REMINGTON BRINGS HOME THREE AWARDS FROM EMBASSY SUITES HOTELS' ANNUAL BRAND CONFERENCE

*Awards Include Director of Sales of the Year and Sales Team of the Year for Austin Arboretum
Dallas near the Galleria Wins Awards for Guest Service Scores and Customer Return Intent*

DALLAS – (April 21, 2005) – Remington Hotel Corporation, the *premier service provider to the hospitality industry™*, was recognized at the annual Embassy Suites Hotels Brand Conference with awards for Director of Sales of the Year/Sales Team of the Year, Top Hotel Finalist and the Customer Really Matters Scorecard. More than 45 awards were presented to hotels chosen from the brand's portfolio of more than 175 hotels throughout the United States, Canada, Mexico and South America.

Diane Ciehowski, director of sales at the Embassy Suites Hotel – Austin Arboretum, Texas, and the hotel's sales team were awarded the Director of Sales of the Year/Sales Team of the Year Award. The award is given to individuals and their sales teams who demonstrate leadership, accountability, business sense and creativity in the area of sales for their hotel.

The Embassy Suites Hotel – Dallas near the Galleria, Texas, won two awards. The first was the Top Hotel Finalist Award for being in the top 10% of Guest Service scores in the brand for the 2004 calendar year, and the second was the Customer Really Matters Scorecard Award for improvement year over year in customer return intent.

Mark Sharkey, Chief Operating Officer of Remington, stated, "With a total of nine Embassy Suites Hotels in our property management portfolio, Embassy Suites accounts for one of the largest number of hotels among the 16 brands that we manage. Our experience with the Embassy Suites brand dates back to the 1990s, and we believe that familiarity and shared commitment to guest satisfaction and a high level of customer service are clearly demonstrated in these three awards. To be recognized for the top director of sales and sales team throughout North and South America is an incredible honor and to be recognized in two areas that epitomize what the Embassy Suites Hotels brand is all about – guest satisfaction and customer service – are equally as important. We look forward to continuing our high level of execution of the Embassy Suites brand objectives in 2005 and continue to be recognized for our relentless pursuit of achieving customer service excellence."

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Remington is the premier service provider to the hospitality industry. One of the largest independent hotel service companies in the United States, Dallas-based Remington currently has 47 hotels under property management, 41 ongoing project management jobs and several hotels under asset management. Over the past 35 years, the owners of Remington have acquired, developed and sold hundreds of hotel assets.

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