

Media Contact:
Cooper Smith, 214-523-9565
cooper@coopersmithagency.com



RE M I N G T O N

Ventura Beach Marriott Tops Hotel Service Rankings *Hotel's restaurant and food service ranked among best in the country*

Ventura, CA, February 9, 2004 – In less than a year since becoming a Marriott property, the Ventura Beach Marriott has risen to the top of the brand's biannual hotel service rankings. The property, which came under the Marriott banner in February 2003 and underwent a \$9-million renovation the same year, is managed by Dallas-based Remington Hotel Corporation.

The hotel's foodservice operations fared particularly well in the rankings, with Café Pacifico, the onsite restaurant, being named 19th best for overall restaurant dining experience among Marriott's 307 full-service properties in the United States. Additionally, the overall quality of the hotel's food was ranked 25th best.

The Ventura Beach Marriott was also listed in the top 15% of all Marriott properties for room cleanliness, meeting room comfort and problem resolution. Staff service was ranked in the top third of the company's hotels.

“To be one of Marriott's top properties in the country just a year after joining the franchise is truly a testament to the hotel's management team and its entire staff,” said Monty Bennett, president and CEO of Remington Hotel Corporation. “At all of our properties, our company puts a tremendous focus on creating a positive guest experience. To be recognized for these efforts just reinforces our dedication to that goal.”

To measure the customer service experience at its properties, Marriott distributes via email approximately 350 guest surveys per month per hotel. Guests are asked to rate their recent stays in a variety of categories, including staff service, cleanliness, problem resolution, food service, room service and overall customer service.

In addition to the guest evaluations, Marriott International also conducts its “Quality Assurance Evaluation,” an on-site physical inspection of the hotel and its operations. Ventura Beach Marriott received the top score nationally among franchised full-service properties with a score of 94%.

The Ventura Beach Marriott features 286 guest rooms and more than 11,000 square feet of meeting space. As part of the property’s recent multi-million dollar renovation, the on-site restaurant was completely redesigned, including fully renovating its physical layout and implementing a new, more upscale “Baja Coastal” menu, which in turn upgraded the hotel’s room service offerings. The restaurant’s décor, flatware, table settings and stemware were also updated to help accentuate the restaurant’s new upscale atmosphere.

Remington Hotel Corporation is a Dallas-based independent real estate investment and management company specializing in the hospitality industry. Over the past 35 years, the owners of Remington Hotel Corporation have acquired, developed and sold more than 200 hotel assets valued in excess of \$1 billion.

The company currently manages 40 hotels nationwide with more than 3,500 associates. Its properties include affiliations with such franchises as Hilton, Embassy Suites, Marriott, Sheraton, Radisson, Four Points, Crowne Plaza, Double Tree and Holiday Inn, and have received many of the industry’s top brand and trade publication awards.