

# THE WESTIN POINSETT

GREENVILLE

## FOR IMMEDIATE RELEASE

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## **THE WESTIN POINSETT HOTEL WAS AWARDED “TOP GUEST SERVICE SATISFACTION PERFORMER” BY INTERSTATE HOTELS & RESORTS**

**GREENVILLE, S.C.** – May 11, 2010 – The Westin Poinsett Hotel, the Upstate’s only Four Diamond hotel, was recognized as “Top Guest Service Satisfaction Performer of the Year” for 2009 by Interstate Hotels & Resorts (IHR), the nation’s largest independent hotel management company.

IHR carefully selects one property each year for the “Top GSS Performer” based on a year long process of receiving feedback from guest’s experiences at the property.

“We are excited to announce that the Westin Poinsett has achieved the award for highest guest satisfaction results for 2009 out of all full service Interstate Hotels,” said Ted Knighton, President Hotel Operations. “They have managed to excel in this category over the competition despite a very challenging year. Combined with the Consistent Performer award that the hotel received the year prior, The Westin Poinsett team ranks among the best.”

The hotel also received an honorable mention in the Consistent Performer category. “Being part of an organization which has 229 hotels and being able to consistently meet and exceed our guest’s expectations is what positions The Westin Poinsett as the elite hotel in the Upstate,” said Fabian Unterzaucher, General Manager.

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The Westin Poinsett Hotel  
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### **About the Westin Poinsett Hotel**

Constructed by W.L Stoddard in 1925, The Westin Poinsett Hotel boasts historic 1920's elegance and charm paired with renovated facilities. Situated around a newly renovated downtown, they are just paces from more than 100 shops, restaurants and other attractions like The Peace Center for the Performing Arts, Falls Park on the Reedy River, and the Bi-Lo Center. Offering 200 guestrooms, its historic heritage is reflected in the meticulously restored interiors, designed to capture the original architecture and offer modern-day amenities. For more information on The Westin Poinsett Hotel call 864-421-9700 or visit [www.westinpoinsettgreenville.com](http://www.westinpoinsettgreenville.com).

### **About Interstate Hotels & Resorts, Inc.**

Interstate Hotels & Resorts, Inc, a wholly owned subsidiary of a 50/50 joint venture between subsidiaries of Thayer Lodging and Jin Jiang, is the nation's largest independent hotel management company based on revenue managed. The company and its affiliates manage and/or have ownership interests in a over 225 properties with nearly 46,000 rooms in 36 states, the District of Columbia, Russia, India, Mexico, Belgium, Canada, Ireland and England. The company has ownership interests in 56 of those properties, including six wholly owned assets. For more information about Interstate Hotels & Resorts, visit the company's Web site: [www.ihrco.com](http://www.ihrco.com).

### **About Westin Hotels & Resorts**

Westin Hotels & Resorts, with more than 145 hotels and resorts in more than 29 countries and territories, is owned by Starwood Hotels & Resorts Worldwide, Inc. (NYSE: HOT). Starwood Hotels & Resorts Worldwide, Inc. is one of the leading hotel and leisure companies in the world with approximately 850 properties in more than 95 countries and 145,000 employees at its owned and managed properties.

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Starwood® Hotels is a fully integrated owner, operator and franchisor of hotels and resorts with the following internationally renowned brands: St. Regis®, The Luxury Collection®, Sheraton®, Westin®, Four Points® by Sheraton, W®, Le Méridien® and the recently announced Aloft<sup>SM</sup> and Element<sup>SM</sup> Hotels. Starwood Hotels also owns Starwood Vacation Ownership, Inc., one of the premier developers and operators of high quality vacation interval ownership resorts. For more information, please visit [www.starwoodhotels.com](http://www.starwoodhotels.com).

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