

BRAND PERFORMANCE

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[Return to Search](#)

Precious Diamonds: Hilton Counts 73 Top-Rated Hotels Among Its North American Treasures

Much like appraising diamonds, when it comes to Guest experiences, quality is everything. Hilton properties continuously go above and beyond in providing top-level service to meet Guest expectations. This commitment to excellence has resulted in 73 Hilton properties in the Americas earning the prestigious AAA Four Diamond designation.

The AAA Diamond rating system is North America's leading hotel scoring method, and this recognition places the Four Diamond Hilton properties among the top 4 percent of more than 31,000 hotels across the United States, Canada, Mexico and the Caribbean.

While real diamonds are scored on the four Cs, the AAA Diamond rates properties on 27 indicators that reflect all elements of Guest stays, including range of on-site amenities, décor, room cleanliness and level of services a property offers.

The staff and the property itself, not the location, are what truly make the Hilton Four Diamond hotels sparkle. While many of the 73 are located in popular travel destinations, many others are airport hotels or located in business districts. But, the thing all of these properties have in common is consistently providing all Guests with a stylish, comfortable, hospitable experience.

Dave Horton, Global Head - Hilton Hotels & Resorts, said "The level of leadership and commitment exuded by the Teams at each one of these 73 properties is inspiring. Those efforts are truly being recognized by the world."

Ten of these properties - Hilton San Diego Bayfront (GM J. Peter Lynn), Hilton Los Angeles/San Gabriel (GM Carl Bolte), Hilton Bentley Miami/South Beach (GM Ramon Antelo), Hilton New Orleans Riverside (GM Frederick "Fred" Sawyers III), Hilton New Orleans St. Charles Avenue (GM John Romano), Hilton Santa Fe Golf Resort & Spa at Buffalo Thunder (Russ Burbank), Caribe Hilton (GM Jose Campo), Hilton Columbia Center (GM Tony Tam), Hilton Milwaukee City Center (GM Steve Magnuson) and Palmer House (GM Dean Lane) - have earned Four Diamond status just this year.

"In light of recent economic downturns that have impacted the travel industry, the ability of our properties to continue rising to this challenge, increasing the level of Guest experiences offered there and meeting, often exceeding, our Brand standards is quite an achievement," Horton said.

See a [complete list](#) of Hilton Hotels & Resorts 73 Four Diamond properties.