

Press Release



IHG RECOGNISES BEST PERFORMING HOTELS IN 2008

IHG's (InterContinental Hotels Group) top employees and hoteliers were celebrated this week for their dedication to helping create great hotels guests love.

112 winners across 22 award categories were singled out from IHG's 675 hotels across the Europe, Middle East and Africa (EMEA) region, encompassing the group's InterContinental, Hotel Indigo, Crowne Plaza, Holiday Inn, Express by Holiday Inn and Staybridge Suites properties.

TORCHBEARER AWARD-WINNER

Holiday Inn London – Heathrow was awarded one of 20 Torchbearer Awards 2008, with the award given to **Chris Dobson, General Manager**. This category recognises the outstanding service-oriented performances of those hotels within the group which have received the highest scores in the Overall Satisfaction (OSAT) Index and were presented to properties which had achieved results in the top third and the best results in terms of overall standards compliance.

IHG's OSAT system is compiled using data gained from surveys completed by randomly selected guests during their stay. Guests are asked to rate the hotel on different criteria, such as services, cleanliness, employees and facilities. This Guest Satisfaction Score is analysed along with overall standards compliance to identify the hotel winners.

QUALITY EXCELLENCE AWARD-WINNERS

Express by Holiday Inn Doncaster and **Express by Holiday Inn Hamilton** were two of 31 hotels honoured in the 2008 Quality Excellence Awards, with the award given to **Joanne Cutt, General Manager of Express by Holiday Inn Doncaster** and **Mark Calpin, General Manager of Express by Holiday Inn Hamilton**. This category recognises those hotels within the IHG EMEA group who continue to put service and innovation first and whose hard work has earned them results placing them within the top 7% of the Overall Satisfaction (OSAT) and overall standards compliance.

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DEVELOPING PEOPLE AWARD-WINNERS

Crowne Plaza Marlow and **Express by Holiday Inn Leeds City Centre Armouries** won a 2008 Developing People Award, with the award given to **Jon Child, General Manager of Crowne Plaza Marlow** and **David Willmott, General Manager of Express by Holiday Inn Leeds**.



Proving a great employer for the **Marlow and Leeds** community, the property's tremendous commitment to employee satisfaction, training, personal development and career progression was clearly demonstrated. The **Crowne Plaza Marlow and Express by Holiday Inn Leeds** were two of four hotels recognised in this category.

CORPORATE RESPONSIBILITY AWARD-WINNERS

Crowne Plaza Marlow won a 2008 Corporate Responsibility Award, recognising the eight hotels which have contributed significantly to their local communities, environment and the needs of the local area with the award given to **Jon Child**.

Corporate Responsibility is an integral part of IHG's business strategy, as well as a way of demonstrating our company philosophy of doing what we believe is right. The recipients of this award stood above other candidates through their willingness to work hand in hand with local organisations to play an integral role in bringing about genuine improvements to the quality of life of their immediate communities.

GENERAL MANAGER OF THE YEAR AWARD

David Willmott of Express by Holiday Inn Leeds City Centre Armouries won a 2008 General Manager of the Year Award, one of four awards announced in this category.

The award was given in recognition of **his** overall achievements and contribution to the success of their hotel, the brand and the business throughout 2008.

MARKETING AWARD

Kees Hogetoorn, Director of Sales, Crowne Plaza Docklands won the 2008 Best Marketing Contribution to **Crowne Plaza Hotels & Resorts**.

One of four marketing awards, these are awarded to the individual or team that has demonstrated outstanding ability in delivering exceptional marketing performance to one of IHG's brands.

Paula O'Donnell, Group Marketing Manager of BLD Hotels: "It is a tremendous honour to have had each team's ongoing hard work and tireless dedication rewarded with the prestigious accolade of awards. I am sure that these titles will inspire each of us, as IHG ambassadors, to strive to achieve even greater results over the coming year."

Kirk Kinsell, IHG's President EMEA said, "The EMEA Awards at IHG are a great opportunity to reward our top achievers in the region, and to get all countries together to celebrate the outstanding commitment made by each of our hotels."



“With guest satisfaction and loyalty at the heart of IHG’s core values, we are once again delighted to be able to recognise the teams and individual performances that go that extra mile to create 'Great Hotels Guests Love'”

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Notes to editors:

InterContinental Hotels Group (IHG) [LON:IHG, NYSE:IHG (ADRs)] is the world's largest hotel group by number of rooms. IHG owns, manages, leases or franchises, through various subsidiaries, over 4,150 hotels and almost 620,000 guest rooms in nearly 100 countries and territories around the world. The Group owns a portfolio of well recognised and respected hotel brands including InterContinental® Hotels & Resorts, Hotel Indigo®, Crowne Plaza® Hotels & Resorts, Holiday Inn® Hotels and Resorts, Holiday Inn Express®, Staybridge Suites® and Candlewood Suites®, and also manages the world's largest hotel loyalty programme, Priority Club Rewards with 42 million members worldwide.

IHG has more than 1,700 hotels in its development pipeline, which will create 200,000 jobs worldwide over the next few years.

InterContinental Hotels Group PLC is the Group's holding company and is incorporated in Great Britain and registered in England and Wales.

IHG offers information and online reservations for all its hotel brands at www.ihg.com and information for the Priority Club Rewards programme at www.priorityclub.com. For the latest news from IHG, visit our online Press Office at www.ihg.com/media

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