

NH HOTEL GROUP HONOURED BY TRIPADVISOR FOR 'EXCELLENCE'

TripAdvisor's users rate 190 of the group's hotels for their great hospitality

12th June 2015 – NH Hotel Group has been recognised by TripAdvisor for delivering great standards of hospitality to guests. This year, 190 properties featured in the hotel group's worldwide portfolio have been awarded the TripAdvisor Certificate of Excellence, an increase of 60 hotels compared to 2014, based on consistently high ratings from millions of travellers around the world.

The TripAdvisor Certificate of Excellence is awarded to properties that consistently achieve outstanding reviews on TripAdvisor, which is considered the biggest travel website in the world. To qualify, establishments must maintain an overall rating of four or higher, out of a possible five, as reviewed by travellers using the website. The volume of reviews received within the previous 12 months is also taken into consideration.

"NH is honoured that so many of our hotels have earned the TripAdvisor Certificate of Excellence. We are proud to have almost 200 hotels around the world earn this prestigious award for hospitality brilliance," comments Javier Carazo, Senior Vice President of Quality and Competition at NH Hotel Group. *"There is no greater seal of approval than being recognised by our customers. With the TripAdvisor Certificate of Excellence based on guest reviews, the accolade is a remarkable vote of confidence to our continued business success and commitment to delivering a superior customer experience."*

Among the 190 hotels that have received the Certificate of Excellence include flagship establishments, such as [NH Collection Eurobuilding](#) in Madrid; [NH Collection Constanza](#) in Barcelona; [NH Collection Porta Rossa](#) in Florence; [NH Collection Palazzo Barocci](#) in Venice; [NH Berlin Mitte](#) and [nhow Berlin](#) in the German capital; [NH Kensington](#) in London; [NH Amsterdam Centre](#) in Amsterdam; [NH Collection Guadalajara](#) in México; and [NH 9 de Julio](#) in Buenos Aires, among others ([see all NH destinations](#)).

“TripAdvisor is pleased to honour exceptional hospitality businesses that have received consistent praise and recognition by travellers on the site,” said Marc Charron, President of TripAdvisor for Business. *“By putting a spotlight on businesses that are focused on delivering great service to customers, TripAdvisor not only helps drive an improvement to hospitality standards around the world, it also gives businesses both large and small the ability to shine and stand out from the competition.”*

NH Hotel Group is a strong believer in the transparency of online guest reviews within the hospitality sector. The Group is happy to provide consumers with transparent and direct feedback through the TripAdvisor website from clients who have stayed at its hotels. The hotel chain places no filter on the scores, opinions and recommendations from previous clients, and sends every guest an e-mail inviting them to share their opinion after their stay.

These comments are collected on the Quality Focus Online platform through which the company measures the levels of customer satisfaction, with feedback then used to draw up improvement plans in order to continue to adapt to consumer needs and deliver service excellence for guests.

About NH Hotel Group

NH Hotel Group (www.nh-hotels.com) is Europe’s third-ranked business hotel chain. It operates close to 400 hotels with almost 60,000 rooms in 28 markets across Europe, the Americas and Africa, including top city destinations such as Amsterdam, Barcelona, Berlin, Bogota, Brussels, Buenos Aires, Düsseldorf, Frankfurt, London, Madrid, Mexico City, Milan, Munich, New York, Rome and Vienna.

Social media:

<http://www.nh-hotels.com/social-media>

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