



CONNIE  
AWARD  
WINNER 2013

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## **Hilton Orlando Bonnet Creek Earns Hilton Worldwide's Highest Honor**

**ORLANDO, Fla. – March 31, 2014** – The team at Hilton Orlando Bonnet Creek are all smiles today as they learned the news of their achievement as the recipient of the Connie Award, Hilton Worldwide's highest achievement for an individual property. The singular award given by the global hospitality company annually honors the best of the best within the Hilton brand.

The Connie Award, named in honor of company founder, Conrad Hilton, is awarded to the top hotel of the year based on three key components, including: quality assurance audits measuring cleanliness, condition and brand standards; customer scores rating staff service; and customer service scores rating the quality of the hotel's physical accommodations. The winner represents the highest scores in the brand system in all of these categories. The 2013 Hilton Connie Award winner was the Hilton Orlando Bonnet Creek.

"I am so proud of the hard work of our team puts forth every day at Hilton Orlando Bonnet Creek," said Glen Winsor, general manager, Hilton Orlando Bonnet Creek "The commitment to customer service, spirit of hospitality, excellence in every department and hard work is demonstrated everyday as we welcome our guests."

"Hilton Orlando Bonnet Creek is a special place, with a talented and dedicated team of hospitality professionals who genuinely care about creating lasting memories for each of our guests." added Peter Kacheris, managing director, Hilton Orlando Bonnet Creek and Waldorf Astoria Orlando. "Under the passionate leadership of Glen Winsor, our constant focus on customer excellence has led us to our second Connie award. We are all very excited, and extremely proud of this accomplishment."

The top hotel awards were presented based on year-end scores and results from the Hilton Hotels & Resorts Balanced Scorecard, a tool used by the brand to measure and track overall performance of each hotel in various key performance indicators: Satisfaction and Loyalty Tracking (SALT) survey, Quality Assurance, and Brand Management and Product Standards.

Hilton Orlando Bonnet Creek offer the best of both worlds: a convenient "insider" location surrounded by Walt Disney World® Resort and the peaceful serenity of the surrounding 482-acre nature preserve with 1,001 elegantly appointed guest rooms and suites. Resort amenities include an award-winning 3-acre lazy river pool complex, Rees Jones-designed championship golf course, Spa, a full fitness center, and nearly a dozen dining and lounge options, including the renowned La Luce® by Donna Scala

#### **About Hilton Hotels & Resorts**

Founded in 1919 as the flagship brand of Hilton Worldwide, Hilton Hotels & Resorts continues to build upon its legacy of innovation by developing products and services to meet the needs of savvy global travelers at more than 550 hotels across six continents. Hilton is the stylish, forward-thinking global leader in hospitality with Team Members shaping experiences in which every guest feels cared for, valued and respected. Access the latest news at [news.hilton.com](http://news.hilton.com) and begin your journey at [www.hilton.com](http://www.hilton.com) or [www.hilton.com/offers](http://www.hilton.com/offers) for the latest hotel specials. View a list of official social channels at [www.hilton.com/social](http://www.hilton.com/social). Hilton Hotels & Resorts is one of Hilton Worldwide's ten market leading brands.

#### **About Hilton Worldwide**

Hilton Worldwide (NYSE: HLT) is a leading global hospitality company, spanning the lodging sector from luxury and full-service hotels and resorts to extended-stay suites and focused-service hotels. For 94 years, Hilton Worldwide has been dedicated to continuing its tradition of providing exceptional guest experiences. The company's portfolio of ten world-class global brands is comprised of more than 4,000 managed, franchised, owned and leased hotels and timeshare properties, with more than 678,000 rooms in 91 countries and territories, including Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, Hilton Hotels & Resorts, DoubleTree by Hilton, Embassy Suites Hotels, Hilton Garden Inn, Hampton Hotels, Homewood Suites by Hilton, Home2 Suites by Hilton and Hilton Grand Vacations. The company also manages an award-winning customer loyalty program, Hilton HHonors®.