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JACKSONVILLE AIRPORT HOTEL RECOGNIZED FOR
“QUALITY EXCELLENCE”
AFTER RECEIVING “RENOVATION OF THE YEAR AWARD” LAST YEAR

Jacksonville, FL (November 1, 2011) –

Intercontinental Hotels Group has awarded the “Quality Excellence Award” to the Crowne Plaza Jacksonville AIRPORT / I-95N for 2011. The hotel, led by General Manager Mark Kane was recognized for the “foundation of hospitality and service excellence they provided this year,” says Tony Harber, IHG Area Director of Upscale Brands. Adding the hotel “being home to high quality team members and a stable management team” Harber states, “it came as no surprise the (hotel) is honored by the brand with the Quality Excellence Award.” Additionally, this recognition comes one year after the hotel was recognized by Intercontinental Hotels Group with the “Renovation of the Year Award”.

Asked the factors which distinguish his hotel from his peers, Kane states, “continued focus on three core fundamentals,” the industry veteran adds “happy professional team members who demonstrate aggressive friendliness, a clean crisp property where everything works and guests & team members receive all they expect...plus a little bit more; were key aspects in the recognition we’ve received.” Crowne Plaza Brand Management Vice President, Gina LaBarre adds, “I am proud to include the Crowne Plaza – Jacksonville Airport, a Quality Excellence Winner, among the ranks of the best hotels in the Crowne Plaza portfolio, which continues to exceed the brand’s standard of excellence and guest expectations.”

The Quality Excellence Award is presented annually to hotels which meet strict brand criteria for guest satisfaction over 12 consecutive months. Harber exclaims, “hotels earning this award are beyond being a beautiful and well appointed structure,” citing, “it was only natural the hotel is honored.” Kane announced, “I’m proud of the overall team effort displayed this past year, and of course the honor the hotel has earned.”

The hotel serves business, government and leisure travelers visiting the greater Jacksonville market; is located near Jacksonville International Airport, River City Market Place, and many attractions, museums and shopping venues. Accommodating meetings and events of all types for up to 200 guests, the hotel boasts two restaurants including a full-service restaurant, Savannah Bistro, lobby bar and grill, and Biscotti’s Internet Cafe.

To book your next meeting, event or overnight accommodations visit www.cpjacksonvilleairport.com, e-mail Kelly Rogers, Director of Sales, at krogers@mmihg.com or call (904) 741-4404.

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