



EMBASSY SUITES  
HOTELS®

## FACT SHEET

### THE BRAND

Embassy Suites Hotels is the only hotel brand built around the notion that people function better, rest easier and have a more satisfying stay when they have more space to spread out. Imagined in 1983 with its first property opening a year later, Embassy Suites Hotels was a pioneer in the all-suite concept, and today leads the industry as the undisputed all-suites market share leader with nearly 190 locations in the United States, Latin American and the Caribbean and more total suites than any of its competitors in North America. With a goal of increasing hotel inventory to 300 by 2010, the brand is poised to maintain a commanding presence in the segment.

Because Embassy Suites Hotels does not stop at just providing more space to its guests, the brand has been recognized repeatedly for excellence. In 2006, J.D. Power and Associates rated Embassy Suites Hotels "Highest Guest Satisfaction Among Upscale Hotel Chains" for the sixth time. In addition, hotelier has been named one of the top hotel chains for families by Zagat Survey adding to the recognition it received in 2003 from *Nick Jr. Family Magazine* as the "Suite-est Hotel Chain for Families."

### GUEST SERVICES & AMENITIES

Embassy Suites Hotels offer both business and leisure guests "Everything For a Reason." It started with a promise of extra space - space to move around, space to work, space to entertain, space to breathe. All Embassy Suites Hotels offer spacious two-room suites and average 250 suites per property, each featuring a separate living area, private bedroom and a mini-kitchen. In addition, the properties also include a restaurant and lounge, recreational and small meeting facilities, as well as a central hospitality area, typically in a relaxed atrium or courtyard setting. Couple the extra space with the following convenient, value-added guest services and amenities, and it's easy to see Embassy Suites Hotels gives its guests "Everything For a Reason."

- Complimentary, full cooked-to-order breakfast every morning
- Complimentary beverages at two-hour Managers' receptions each evening\*
- High-speed Internet access in every suite
- Wireless Internet access in atrium spaces
- EmbassyDirect™ Registration Kiosk for self check-in and easy check-out
- Airline boarding pass printing capability in every hotel, directly from the check-in kiosk
- Two remote-controlled televisions, two telephones with voice mail and data ports, iron and ironing board, refrigerator, microwave oven, wet bar and coffee maker in every suite
- A fold-out sofa bed in each suite's living room
- Swimming pool, sauna and exercise center
- Room service
- Complimentary copy of *USA Today*, Monday-Friday
- 75 percent of all suites inventory reserved for non-smokers
- Children under 18 stay free with their parents
- Hilton HHonors Points and Miles

- more -

## KIDS-EYE VIEW

Embassy Suites Hotels Kids-Eye View is the first-ever hotel program created *by kids, for kids*. The program was designed to help parents get “inside information” on what’s hip, hot and happening in destination cities across the United States.

To see the world from a Kids-Eye View, Embassy Suites Hotels went straight to the source, polling local kids, ages six to 16, in 20 cities on the coolest skate parks, where to find the most trendy clothes, the best burger in town, even the museums they love. As a result of the survey, Embassy Suites Hotels knows about kid-tested and -approved adventures from the east coast to the west coast and in between.

## SATISFACTION GUARANTEE

Embassy Suites Hotels offers an unconditional 100% Satisfaction Guarantee at all of its hotels. The unprecedented guarantee assures that guests will receive high-quality accommodations, clean, comfortable surroundings and friendly, efficient service. If guests are not completely satisfied, they are not expected to pay for that night.

The brand's 100% Satisfaction Guarantee has also been extended to meeting planners. Embassy Suites Hotels guarantees that meeting planners and their clients will be completely satisfied with each portion of their meeting facilities and services, or that portion of the meeting is free. Throughout every aspect of a meeting, Embassy Suites will meet or exceed the planner's expectations by consistently delivering high-quality meeting rooms; friendly, personal attention; timely food and beverage delivery; fully operational audio-visual equipment per specifications; and accurate, timely billing.

## TECHNOLOGY

Embassy Suites Hotels was one of the first hotel chains to develop a Web site, and today that site is continually upgraded to meet guest needs. In addition to the typical online reservations, confirmation and cancellation capabilities, Embassy Suites Hotels now offers a best rate guarantee, guest access to hotel folios through Hilton eFolio and Embassy Suites Plus Packaging, offering hotel+air+car packages right on the brand site. Also featured on the Embassy Suites Hotels Web site is a deluxe mapping system that enables travelers to customize maps to their specific needs and search for Embassy Suites Hotels located in selected areas. And, new this year is a “Things to Do” section where guests can locate information on dining, festivals, sporting events and more in cities across the country.

All Embassy Suites Hotels are equipped with high-speed Internet access and there are two dual-line phones with data ports in each suite. In 2005, the hotelier introduced the EmbassyDirect™ Registration Kiosk. Similar to the self check-in service offered at airports, the kiosk provides guests the option of automated check-in (ability to select the room, disbursement of room keys and printing of registration information) and check-out (printing of folio and modifications to method of payment). In 2006, the Embassy Suites brand became the first hotel brand to offer the check-in kiosks in 100 percent of its hotels, as well as offer airline boarding pass printing capability directly from the kiosk.

## DEVELOPMENT

Embassy Suites Hotels is well on its way to its goal of a total inventory of 300 hotels by 2010. In 2007, the hotelier will open properties in locations ranging from convention centers to business parks and secondary markets to resort and urban markets. The 2008 development plan includes opening properties in: Denver, Anchorage, Atlanta-Kennesaw, Savannah, Georgia, New Orleans, Lima, Peru, San Antonio and Valencia, Venezuela. The brand has recently opened hotels in Mexico City, Waikiki and Montreal.

Embassy Suites Hotels has 40 new properties in design or under construction, including entries into such diverse markets as Panama City, Panama and San Jose, Costa Rica.

## *Embassy Suites Hotels Fact Sheet – 3-3-3*

### **FUN FACTS**

- Embassy Suites Hotels serves more than 25,000,000 guests per year
- More than 35,000 beds are made every day at Embassy Suites Hotels
- At the brand's complimentary, cooked-to-order breakfast, 23,000 eggs and 38,000 glasses of orange juice are served each day
- Embassy Suites Hotels serves about 25,760 glasses of beer each night at its Manager's Receptions
- A typical Embassy Suites Hotel atrium houses the equivalent of 24 acres of forest
- The hotelier employs 21,000 people

### **RESERVATIONS**

To make reservations or request information about Embassy Suites Hotels, travelers may access the company's Web site at [www.embassysuites.com](http://www.embassysuites.com), or call 1-800-EMBASSY (1-800-362-2779). A special toll-free reservation number, 1-800-451-HTDD (1-800-451-4833), is provided for hearing-impaired guests to use with a telecommunications device for the deaf (TDD).

### **COMPANY BACKGROUND**

Hilton Hotels Corporation is the leading global hospitality company, with more than 2,800 hotels and 490,000 rooms in more than 80 countries, including 150,000 team members worldwide.

The company owns, manages or franchises a hotel portfolio of some of the best known and highly regarded brands, including Hilton®, Conrad® Hotels & Resorts, Doubletree®, Embassy Suites Hotels®, Hampton Inn®, Hampton Inn & Suites®, Hilton Garden Inn®, Hilton Grand Vacations™, Homewood Suites by Hilton® and The Waldorf=Astoria Collection®.

The Hilton Family of Hotels adheres to founder Conrad Hilton's philosophy that, "It has been, and continues to be, our responsibility to fill the earth with the light and warmth of hospitality." The company put a name to its unique brand of service that has made it the best known and most highly regarded hotel company: be hospitable®. The philosophy is shared by all 10 brands in the Hilton Family of Hotels, and is the inspiration for its overarching message of kindness and generosity.

Hilton Hotels Corporation's sponsorship of the U.S. Olympic Team will extend through the 2008 Olympic and Paralympic Games in Beijing, China, and includes the 2008 U.S. Paralympic Team(s) and the 2007 U.S. Pan-Am Team.

For more information about our company, please visit [www.hiltonworldwide.com](http://www.hiltonworldwide.com), and to learn more about our be hospitable philosophy, please visit [www.behospitable.com](http://www.behospitable.com).

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\*Subject to state and local laws.

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