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KIMPTON GARNERS TOP 2009 CUSTOMER SATISFACTION RANKING
Boutique Hotel Company Outscores Competitors Across Several Segments
According to 2009 Market Metrix Hospitality Index

SAN FRANCISCO, Calif., June 22, 2009 – In an ailing economy when customers expect the best in service, Kimpton Hotels & Restaurants continues to break the mold with another highest ranking score in customer satisfaction for its segment from the Market Metrix Hospitality Index (MMHI). Garnering the top score of 94.7 percent for the first quarter of 2009 in the Upper Upscale segment, Kimpton has raised its level of guest care to new heights, topping its own previous winning scores and surpassing competitors across several segments, including luxury leaders Fairmont Hotels & Resorts, Four Seasons, Ritz Carlton and W Hotels.

Based on 35,000 in-depth customer interviews conducted each quarter by MMHI, Kimpton's soaring customer satisfaction score reflects the company's ongoing commitment to guest care at a time when many companies are cutting back. Kimpton continues to raise the bar for top-notch customer service with newly developed employee training courses that heighten attention and sensitivity to changing needs of Kimpton guests in light of uncertain economic times, increased job demands, fewer resources and a tough travel environment.

"Over Kimpton's 28 years in business, I don't believe we've ever seen travelers in greater need of the extraordinary kindness and care they find at our hotels," said Niki Leondakis, chief

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operating officer, Kimpton Hotels & Restaurants. "Our passionate and thoughtful employees are the heart and soul of this company, and ultimately, our guests receive the benefit of an inspired and empowered team."

Kimpton is on Twitter at www.Twitter.com/Kimpton, and can be found on Facebook by searching Kimpton at Facebook.com and looking for the goldfish icon. Kimpton is on the Web at www.KimptonHotels.com.

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ABOUT KIMPTON

San Francisco-based Kimpton Hotels & Restaurants, a collection of boutique hotels and chef-driven restaurants in the US and Canada, is an acknowledged industry pioneer and was the first to bring the boutique hotel concept to America. Founded in 1981 by Bill Kimpton, the company is well-known for making travelers feel welcomed and comfortable while away from home through intuitive and unscripted customer care, stylish ambience and having a certain playfulness in its approach to programs and amenities. Each hotel provides a range of exciting culinary experiences through locally-loved, top-rated, destination, chef-driven restaurants. Kimpton leads the hospitality industry in ecological practices through its innovative EarthCare programs that span all hotels and restaurants. Privately held Kimpton has consistently earned high customer satisfaction scores by the Market Metrix Hospitality Index, exceeding other hotel companies including those in luxury and upscale segments. Among the company's newest properties are Hotel Palomar Atlanta and restaurants Pacci Ristorante by Chef Keira Moritz and AltoRex lounge in Atlanta, GA, which opened in May 2009. Currently, projects are underway in New York City, Philadelphia, Baltimore and Chicago. For more information, please visit www.KimptonHotels.com or call 1-800-KIMPTON.

ABOUT MMHI

Based on 35,000 customer interviews conducted each quarter, the *Market Metrix Hospitality Index™* (MMHI) is the largest and most in-depth measure of hospitality company performance available today. These benchmarks, delivered through our flagship product *Customer Metrix™*, enable Market Metrix clients to compare their results to competitors by STAR segment, AAA classification, Brand, SMSA, industry averages, performers in the top 10%, and other classifications. The MMHI is also available by subscription.

ABOUT MARKET METRIX

Market Metrix is helping hospitality companies around the world succeed in the tough economy. With guest feedback collected 24/7/365, and built-in service recovery and investment decision support tools, we help clients save money and reduce risk of client defections. Based on award-winning research and breakthrough concepts, our SaaS-based products deliver instant survey results, analysis, and management tools for increasing revenue and reducing staff turnover. Our benchmarking database, MMHI, is the most comprehensive, independent comparison of consumer brand satisfaction in the industry. Our annual MMHI Awards are coveted by lodging and travel enterprises around the world. With clients that include more than 120 brands across 70 countries, Market Metrix has been helping leading hospitality companies turn feedback into performance since 1996.