

Press Release
For Immediate Release
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Hilton Akron/Fairlawn Rated Sixth in Americas for Customer Service

Akron, OH—In a recent “Voice of the Customer” Report released by Hilton Hotels Worldwide, the Hilton Akron/Fairlawn was ranked 6th in the Americas. The report is determined by combining the top three customer service measurements for nearly 300 Hilton properties in the North and South America continents. The ratings are based on these three important categories:

- *Hotel Loyalty
- *Overall Service
- *Problem-free Ratings

All Hilton Hotels take great pride in trying to achieve consistent growth in this internal measuring system. In 2014, the Hilton Akron/Fairlawn was rated 44th and was not satisfied to be in the top 15 percent of Hilton properties. Over the last 12 months, the hotel staff has worked diligently on improving its services and facilities.

“We are grateful for the support of the local community and travelers from around the world,” said Tim Winter, General Manager of the Hilton Akron/Fairlawn. “And, although we are very proud to achieve a Top 10 rating, our goal is to be #1.”

The Hilton Akron/Fairlawn is the longest continually owned Hilton in the world and is owned and managed by RDA Hotel Management Company. Led by President Rennick Andreoli, the Hilton Akron/Fairlawn has been known as Akron’s premier hotel, providing exceptional customer service and first-class facilities.