



# GLEN COVE MANSION

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## HOTEL AND CONFERENCE CENTER

### *Press Release*

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## **Glen Cove Mansion Hotel and Conference Center**

### **Receives Top Marks for Excellent Customer Service**

#### *Conference Guests Respond In Third-party Survey*

**Glen Cove, New York, December 22, 2009** ... Glen Cove Mansion Hotel and Conference Center is ending 2009 on a high note ... extremely high as determined by conference guests' satisfaction measurements. Respected third-party research company, Unifocus, was retained by Glen Cove Mansion to measure the conference center hotel's customer image by surveying meeting planners and conference guests following their stay, using an online tool. Glen Cove Mansion consistently scored in the highest percentiles for overall conference guests' experience, guest satisfaction, price-value ratios, conferee and meeting planners' intent to return to the property, and whether they would recommend Glen Cove Mansion Hotel and Conference Center to others. When all the scores are collected together, the award-winning property is ending 2009 with accumulated Guest Satisfaction Level of 96 percent! When looking at the meeting facilities, conference services and audiovisual scores specifically, the percentage rose even higher from more than 97 percent up to a perfect score of 100 percent.

The research also enabled the highlighting of specific staff members at Glen Cove Mansion Hotel and Conference Center deserving of special recognition for "delivering extraordinarily attentive service not experienced elsewhere," and sited the Mansion's "amazing" food & beverage and conference products as well – each contributing to the high guest satisfaction ratios.

"We are extremely proud of our team of conference center hotel professionals here at Glen Cove Mansion," said Ata Kashanian, vice president and general manager. "It is wonderful to have their daily dedication endorsed by planners and guests through the

Unifocus research, and to have this cover all areas of our property, including meetings, conference services, corporate and social events, lodging and dining.”

Glen Cove Mansion Hotel and Conference Center has been the recipient of numerous respected awards of excellence in 2009, including the Pinnacle Award by the leading national magazine, *Successful Meetings*; the Planners Choice Award by the respected east coast publication *Meetings East*; and the Award of Excellence by the venerable trade magazine, *Corporate Meetings & Incentives*.

**For more information on Glen Cove Mansion Hotel and Conference Center’s meetings, lodging and dining opportunities, call 516-671-6400 / 877-782-9426, or visit [www.glencovemansion.com](http://www.glencovemansion.com). For specific information on Glen Cove Mansion’s meeting and conference services, call 888-MTGS-GCM (888-684-7426) or visit [www.GlenCoveMeetings.com](http://www.GlenCoveMeetings.com).**

*For photos of Glen Cove Mansion Hotel and Conference Center, please reference:*

[http://www.glencovemansion.com/photo\\_gallery/PhotoGallery.asp](http://www.glencovemansion.com/photo_gallery/PhotoGallery.asp)

#### **About Unifocus**

UniFocus is a global pioneer in the hospitality industry for performance, workforce management and closed-loop feedback solutions. To learn more about Unifocus and the company’s measurement products, visit [www.unifocus.com](http://www.unifocus.com)

#### **About Glen Cove Mansion**

The award-winning Glen Cove Mansion Hotel and Conference Center is situated on 55 secluded and landscaped acres on Long Island's historic Gold Coast, 30 minutes from New York City, JFK International and LaGuardia Airports. The spacious Georgian-style mansion features stunning vistas of Long Island Sound and was once part of a prestigious collection of gracious country estates, later becoming one of the nation's first dedicated conference center hotels. Today the elegant property features 187 richly appointed guestrooms, including four suites, the Garden Room Restaurant with magnificent views of the terraces, the large and comfortable Pub 1910, private dining rooms ideal for social and corporate occasions, as well as vast outdoor reception areas overlooking the mansion's Gilded Age gardens. The property offers 29,500 square feet of event and meeting space, with 27 dedicated conference rooms accommodating from 10 to 280 guests, advanced meeting technology, an executive business center and conference concierge services. Wireless Internet access is available throughout. Also provided are complete fitness and recreational facilities, including a sauna, steam and massage rooms, indoor swimming pool and whirlpool, garden swimming pool, racquetball courts, lighted tennis courts, jogging trail and a sports field. Golf is available nearby. Ideal for executive retreats, corporate meetings and social gathering, the Glen Cove Mansion Hotel and Conference Center is masterfully designed to integrate gracious accommodations, superb cuisine and attentive service with contemporary comforts and the latest technology. For more information on the Glen Cove Mansion Hotel and Conference Center, visit [www.glencovemansion.com](http://www.glencovemansion.com).

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