

Guest Testimonials



“They made my stay a pleasurable one and I WILL return because of your COMPLETE staff.”

Hilton Orlando Guest Testimonials

(March 08, 2011)

Good morning:

I was a guest at your hotel from 2/28/11 to 3/4/11. I am sending this to acknowledge the excellent service I received from your staff during my stay. Please forward it to the appropriate management personnel, as I was unable to locate guest survey forms in my room or at the front desk.

I was checked in by "Cesia". She was warm and welcoming and took special care to provide me with a room that was near an elevator, but in a quiet location. She also went the extra mile by giving me access to the Executive Center. The room was clean and comfortable. The mattress, pillows, and quality of the bedding assured a good night's rest. Housekeeping kept the room very clean and took the time to leave a hand-written thank you note each day, acknowledging the tips I left. When I had a problem connecting to the internet, "Adel" provided prompt, friendly, and knowledgeable assistance.

When I used the business center to print my boarding passes, the UPS employee, Randall Johnson, was very helpful. I also observed the great service that he provided every single guest that came to the business center while I was there. The staff in the Executive Center were also terrific.

They ensured that the complimentary snacks were hot and fresh, tables were promptly cleared and cleaned, and guests were made to feel welcome. The hallways leading to the hotel meeting rooms always had strategically placed employees who were ready and capable of providing knowledgeable directions to anyone needing assistance. The quality of the staff, cleanliness of the hotel, and focus on the comfort of your guests speak well of both the staff and management. If my travels again bring me to Orlando, I will definitely again stay at the Orlando Hilton. I have also left positive feedback for the hotel on tripadvisor.com.

Many thanks to both you and your staff.

Marilyn K.

(October 28, 2010)

Dear Mr. Gehret,

I travel 200,000 miles a year and am most impressed with the Orlando, Hilton as providing the best service, the best and most attentive staff, the best executive level breakfast, dinner, and snacks, and the most comfortable hotel of all of the Hiltons I have stayed at, and that includes the New York City Hiltons.

I revered Conrad Hilton and visit and stay at the Nittnay Lion Inn built as the initial hotel training site of Mr. Hilton to teach about how to run a hotel. Unfortunately the quality of food, service, and value of the Hiltons, Hampton Inns, Garden Inns, etc. have been declining year by year. But, as a pleasant shock, everyone with whom I came into contact at the Orlando Hilton were most unusually courteous, helpful, forthcoming, thoughtful, voluntary, knowledgeable, and caring. That included the lobby staff, bell staff, concierge, pool staff, and the housekeeping staff. I have never written a categorical affirmation and salutation of any hotel over the past 40 years during my extensive travel. I do site individual outstanding people who are deserving, but never an entire hotel staff.

My wonderful trip to Orlando began with a call from Cara in the Executive Level. She was most welcoming and informative. I especially liked the fact that at a hotel with an 15,000 attendee conference, she noted that I did not have to wait in lines at the front desk, but I could sign in at the Executive Level. She and Matt [as well as the others] were almost like family for the three days I spent at the hotel. I feel most indebted to Cara and Matt for making my trip so pleasant. Then I went to the concierge and met another Matt who took exceptional care of me to get me tickets to Circ de Sole. He, like Cara and the other Matt, was exceptional to get me good seats and great ancillary information.

Staying at a hotel for a road warrior like myself, is my home away from home. I cannot normally have my wife and dog with me when I travel, so the ambiance of the hotel is more than just a bed for the night. It is my office, my family, my sustenance, and my dependence for all of my needs. The airlines [that is other than Southwest] have steeled me to expect less quality, less service and less value. The car rental firms, and most of the hotels have followed in the airline model. So when I find a jewel of an exception, I am obligated to say something.

Of special note was the food at the Executive Level. I stay at most of the high end Marriott, Hyatt, and Hilton hotels in large cities, especially New York City, Miami, and Las Vegas -- and with only the largest of the Marriott premier hotels, your hotel left the others in the dust. The display of food, pastries, fruit, and attentiveness of the setups was only surpassed by the excellence in quality of the food. I worked at the Concord Hotel part time as a waiter for ten

years while in college and graduate school. The Concord was the premiere hotel located in the Catskill Mountains [an upscale hotel of the 1970's for New Yorkers]. The Concord was the stopping grounds throughout the year for Ms. Striesand, Sammy Davis, Nat King Cole, Frank Sinatra, and the entire in-entertainers of that era. Quality of food, service, and value are of the utmost concern for someone in hotels almost every week of the year. I am very sensitive to quality of food and most often, especially at the Hampton Inns, the continental breakfasts are so inadequate and tasteless, that I normally am forced to go to a Denny's or a Cracker Barrel for breakfast --- such restaurants are not very upscale and their quality is at best marginal.

I hope the Hilton Corporation will send your chefs and staff to the Orlando Hilton as the new Conrad Hilton training program to upgrade the quality of the Hiltons and their affiliated hotels. I have attached your normal outside vendor electronic comment card. I explained in the note why I felt their approach to attempt to glean information was more mercenary to gather their own information than objective. I normally do not give my email to anyone that I either do not have to share it with, or someone with whom I feel can be trusted and invited into my personal time -- such as you.

My best wishes to you and your staff. Feel free to contact me if you wish to pick my mind for any other laudable thoughts for which I could share. Please commend your staff for their excellence and superior customer service attitude. Their attitudes seemed very genuine and not canned.

B. Stroock

(October 6, 2010)

Dear Mr. Gehret, Mr. Mueller and Staff,

We have visited the Hilton Orlando several times over the past year. My husband and I have 3 boys 4 / 6 and 8 and love the layout and amenities the Hilton Orlando has to offer. We live in St Augustine, so it's a short drive to what our children refer to as their "second home".

I simply must thank you for the superior service I received during our last stay at the Hilton Orlando Sept.10-13 2010. It was my mother's 75th birthday.

During our visit prior to my mother's birthday. I had run into a few problems that were quickly addressed by Tammy Hensley. She was highly professional and took personal responsibility to be sure to "make it right". She offered her card and asked that we let her know if she could be of assistance in a future visit. To be honest, although the problems were corrected, I wasn't sure we would return.

The following month the family began to discuss going to Orlando for my mother's big day. We considered several other venues including the Peabody and the JW Marriott but my children really wanted to take their cousins to the Hilton. To make everyone happy, I agreed. What a good decision!

I contacted Tammy Hensley who immediately remembered me. She understood the importance of the day and assured me she would personally oversee our visit. Your staff went above and beyond to make sure our experience was the best it could be. Not only did they surprise the children with smores in their rooms (thanks for getting the fire burning in the rain) but they decorated our cabana in my mom's favorite colors. They even brought out a beautiful birthday cake poolside and sang along with our family. If I could only describe the look on my mother's face! We had such a terrific time! The grandchildren even got her to go down the slide.... Let's see if we can get her to do the same on her 80th. Ha ha

I must also mention Holly Obrien and her staff. She continually checked on us to be sure we had what we needed. Her staff is always on the move, the food is delicious and the service is outstanding. They call the children by name and the boys refer to them as their friends. They were so helpful!

This visit was above and beyond the call of good service...your staff treated us like family and made a "not so good experience" fade from our memories. THESE are the moments we will always remember about my mother's 75th!!!

I again sincerely thank you and your staff for your kindness and unmatched hospitality. You have earned our business EVERY time we visit!

Please see the attached photo.

S. Edmiston and P. Geary

(August 30, 2010)

Mr. Gehret,

I would like to commend your whole staff on how professional your whole team is, from the wait staff to the front desk to Matthew Brown. I travel 20 days out of every month and stay at many hotels - When I first checked in we had some issues with my registration and actually considered leaving your hotel- I stayed and expressed my concerns to Mathew Brown. Mathew handled the situation with great professionalism and I am glad he did as i then began to notice how good your staff actually is and how each one of them treated me so friendly and thanked me for staying at your hotel- They actually made me feel like they enjoyed having me as a guest. I must say very they get it. They made my stay a pleasurable one and I WILL return because of Matt and your COMPLETE staff.

Once again it is so refreshing to be treated like a true GUEST

I hope you pass this onto to Matt and your ENTIRE staff

Best Regards

G. Rooney

(June 21, 2010)

Dear Mr. Gehret,

I was recently treated to an extraordinary stay at the Hilton Orlando and I want to share my comments with you regarding the extraordinary team you have created of hospitality professionals. I have only ever written two five-star property reviews before and funny enough they are both for Hilton properties, the first a 20th anniversary trip to the Hilton Honolulu and now a graduation treat for our daughter to the Hilton Orlando. I am amazed by the empowered team you have there, people who go out of their way to inquire as to your stay and ask if there is anything they can do to improve it. I have never been in an environment where people actually seemed to enjoy providing customer service, and do such a darned good job of it! I can't thank you enough for the wonderful stay we had, and how all the little things added up to making this a special time for my daughter and I. Everyone from the staff on the Executive level, to the folks at guest services, to the pool attendants and housekeeping, literally *everyone* we encountered worked to make this a perfect vacation for us, at every turn we got superior service, I was literally blown away by our treatment and have never felt so valued before. The following is a snippet from the Trip Advisor review I submitted today...it does go on and on as I had so many good things to point out, but you'll get the gist of it!

"I am always skeptical when reading a glowing 5 star review and hesitate to believe it, but I've actually had opportunity to experience one for myself and now believe it is possible! I have never had a hotel experience as pleasant as the one we had last week at the Orlando Hilton. I have nothing but excellent reviews and comments for the hotel and everyone associated with this property. It was very clean, extremely well taken care of, and everyone was personable, friendly and accommodating. I never saw or passed by any employee when they didn't speak, inquire as to my stay, and ask if they could help with anything. I've never felt so appreciated at a hotel before and someone in management should be thanked for instilling a true customer oriented focus into the team working there! Honestly, we are a family of normal leisure travelers but we were treated like valued special guests here, and it is much appreciated! Our experience from beginning to end was superior."

I cannot say enough wonderful things about the hotel property and your phenomenal team there, I wish you continued success and ask you to thank your staff for 'making a difference'.

Kind regards,

L. Smith

(April 16, 2010)

Dear Doug:

For a traveler like me, it's not always the physical hotel property, nor the amenities that make for a memorable stay. It's usually the hotel personnel that I encounter, from the front desk to the house-keeping staff, and even to the facilities-maintenance personnel.

My recent stay at your property was during the week of April 6th. My checkout was on the following Saturday. And from my checkin at the front desk, through my checkout, every hotel representative that I met was helpful, had a great attitude, and again reminded me that customer service trumps just about everything else. It's the people, not the things, that help all of us get through the work week.

I'd like to especially share my special thanks to Christina Alfieri, who went "the extra mile" to assist me with my Hilton Honors Diamond membership issues. She took it upon herself to contact Hilton Honors and "untangle" my fast-track

program, helping me by getting information on the recovery of my Diamond level; something with which I've had difficulty over the last couple months. Funny that things got resolved through a Guest Service Manager in Orland, FL. To her credit, and your benefit, she reminded me of the importance of employees that not only show concern, but take action on a client's needs. Her follow-through really impressed me. And it would be shortsighted if I didn't also mentioned that the other young ladies that work with Christina were also extremely cordial, and remembered me on each visit to the Hilton Honors lounge. That means allot to a traveler.

I'd also like to thank Alberto at the front desk, who also demonstrated a great attitude, and assisted me with my extended checkout time on Saturday. I'd met him earlier in the week at the front desk, and was so impressed that he remembered me! Even your housekeeping staff was cordial to me every morning when I stepped out.

Although I've not met you, I'll presume that you have empowered your staff to "be as good as they can be", which certainly shows in the day-to-day operation of your hotel. Again, my thanks to you and your people for making my week in Orlando better than I could have anticipated.

Best regards,
AI

(March 29, 2010)

Dear Mr. Gehret:

Recently our family had the privilege of vacationing in Orlando, Florida. We spent a week at the Hilton Orlando resort where we had the pleasure of meeting you in the Executive Lounge. We really wanted to express to you the outstanding customer service our family received while staying there. From the time we checked in until the time we checked out the friendliness of the staff, cleanliness of the resort, as well as our room, and wonderful hospitality were outstanding. We particularly got to know the staff in the Executive Lounge (Christina, Matt, Vanessa and Megan). They went above-and-beyond to make our stay enjoyable and all deserve a pat on the back. They truly are assets to the resort. We have, and will continue to, highly recommend the Hilton Orlando to our family and friends. It is also our hope to return in the future as well.

Sincerely Yours,

Ross, Shelly, Mary and Ben VerBeek

(January 02, 2010)

Doug,

As a Hilton Honors Gold VIP I chose for my family to stay at your property Dec 26 - 30th. I want to tell you how impressed I was with your hotel and staff especially Christina and Fernando!

In my previous life, I was a Manager with Marriott, lastly in Washington D.C. at a 700 room property before starting my own business over 17 years ago. During my Marriott days, Indpls Convention & Visitors Assn days and now with my business plus family travels I have been fortunate to stay at Many Hotels at many different types of properties.

Our 4 nights at your property were excellent. We arrived around 7:30am on the 26th. I forget the name of your front desk lady who checked us in, however, she was great and very accommodating to get us into a clean room after discussing what options she had available!

Throughout the hotel the staff I ran into were always pleasant. Our daughter and I explored your hotel and never saw trash or anywhere that was not well cared for!

Your Executive Level, from my viewpoint, seemed to be very well run and organized which is a direct reflection of Christina and her staff. Always there if we needed something, asking if we needed anything, quickly turning the tables for the next guest with all being very nice and pleasant to me plus my family.

Fernando even went out of his way when I made a simple request for some Raisin Bran. Most people would have said sorry we are all out. Not Fernando. Where ever it was stored downstairs he went and brought me back two boxes with a big smile on his face after which we had a great conversation about missionary work! He is a very good man with a great heart!

On our last morning I asked Christina if she could help us with a late checkout. We had closed down the Magic Kingdom the night before and did not get to bed until 2am. Our daughter wanted to swim one last time before heading up to cold Indiana. I asked if she could get me 2pm. She checked and saw that someone had been checked into our room but would make it work. Upon leaving our room at 2pm I searched out the Housekeeper responsible for cleaning our room. I told her we were granted a late check out, that someone had checked in and been assigned to

our room. She said she would go immediately to clean our room so that guest would not have to wait beyond the 3pm check in time.

The only issue we had was on the night of the 26th when it took us around 30 minutes to find parking in your garage.

This recent experience is personally why now I "always" first look for the Hilton Family of Hotels to stay at when traveling!

Thank your another great Hilton Experience!

Todd . . .

(December 10, 2009)

My name is D. Christiansen, I am a Diamond level member in the Hilton HHonors program.

My wife and I stayed at the Hilton Orlando property this week from Tuesday until Today. I had been to this property a couple of times before since it opened and wanted my wife and our new baby to come along on a business trip with me.

From the time we arrived on the property, everyone was extremely kind, polite, and went out of their way to help us. Everyone from the valets, to the front desk staff, and even the maintenance crew. I have stayed in at least 50 different Hilton properties this year for business travel and vacation. I can honestly say, that the Hilton Orlando is by far the best hotel I have stayed at all year.

The staff was very attentive to my wife and young son while I was away on business. The executive lounge staff remembered my wife and baby's name and greeted them each morning and during the evening snacks.

If all the Hiltons were as nice and friendly as this one, your competition would have to close their doors.

Thank you for managing a wonderful property, and please let the staff there know that their extra level of service did not go un-noticed.

Thanks,

D. Christiansen