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Homewood Suites by Hilton Awarded Highest Segment Ranking by J.D. Power 2015 North America Hotel Guest Satisfaction Index StudySM for Sixth Consecutive Year

Hilton Worldwide Brands See Higher Satisfaction Scores Year-Over-Year, Underscoring All-Time Industry High

MCLEAN, Va.--(BUSINESS WIRE)-- [Hilton Worldwide](#) (NYSE: HLT) today announced that [Homewood Suites by Hilton](#) received the highest segment ranking in the 19th annual J.D. Power 2015 North America Hotel Guest Satisfaction Index StudySM in the upper extended stay segment. This marks the 12th award for Homewood Suites since J.D. Power began its hotels study*.

"Hilton Worldwide strives to deliver an outstanding, quality guest experience at each of our more than 4,350 hotels across the globe, and has received 35 first place J.D. Power awards since 1999," said Jim Holthouser, executive vice president, global brands, for Hilton Worldwide. "It is an immense honor for Homewood Suites by Hilton to achieve such high acclaim from our guests, as noted in this year's J.D. Power 2015 North America Hotel Guest Satisfaction Index StudySM, along with six of our other eligible brands, which showed an increase in points in each of their respective categories."

Homewood Suites led in the upper extended stay segment with a score of 867, a 14 point increase from last year. This is the sixth consecutive year Homewood Suites has ranked highest. Never resting on its laurels, Homewood Suites has made ongoing investments and enhancements to the customer experience since the brand launched in 1989. These have included the implementation of the Suite Assurance Guarantee® providing guests not 100% satisfied with a credit for their stay, comprehensive guest services training programs, a pioneering online room selection program and most recently, a revitalization of the hotel public spaces through a program called Take Flight. Homewood Suites has also made innovations to its prototype design, enabling the brand to deliver the its well-known value-added amenities to customers in key urban markets including, New York City, Chicago, Denver, Philadelphia, Dallas, and Oklahoma City, with further expansion planned in urban markets throughout North, Central and South America.

According to J.D. Power, overall satisfaction in 2015 placed at an all-time high with a score of 804, up 20 points from 2014. In addition, the Hilton Worldwide portfolio of brands** saw an

increase in points across all segments since last year:

- **Hilton Hotels & Resorts**, the flagship brand of Hilton Worldwide with more than 550 hotels, ranked sixth in the upper upscale segment from seventh place last year, increasing its score by 200 points.
- **Waldorf Astoria Hotels & Resorts**, the global luxury brand of 26 landmark destinations, is in its fourth year of eligibility for the study, placed fourth in the luxury segment, increasing its score by three points.
- **DoubleTree by Hilton**, the upscale brand of 415 hotels, ranked sixth in the upscale segment, up from seventh place in 2014, increasing its score by 16 points.
- **Embassy Suites by Hilton**, the all-suite hotel brand of more than 222 hotels, performed well in the upper upscale segment, placing second from third place last year, increasing its score by 160 points.
- **Hilton Garden Inn**, the peaceful and energizing brand of 625 hotels, ranked second, increasing its score by 10 points in the index in the upscale segment.
- **Hampton by Hilton**, with more than 2,020 hotels operating globally, maintained its position in second place this year, increasing its score by nine points from last year in the upper midscale segment.

Now in its 19th year, the J.D. Power 2015 North America Hotel Guest Satisfaction Index StudySM is based on responses gathered between June 2014 and May 2015 from more than 62,000 guests in Canada and the United States who stayed at a hotel in North America between May 2014 and May 2015. The study measures overall guest satisfaction across eight hotel segments: luxury; upper upscale; upscale; upper midscale; midscale; economy/budget; upper extended stay; and extended stay. Seven key factors are examined in each segment to determine overall satisfaction: reservation; check-in/check-out; guest room; food and beverage; hotel services; hotel facilities; and cost and fees.

For more information about Hilton Worldwide and its portfolio of brands, please visit www.hiltonworldwide.com.

**Homewood Suites by Hilton ranked highest in 2001, 2003-2005, 2007, 2008, 2010-2015.*

***Due to portfolio size in North America, Hilton Worldwide brands Conrad Hotels & Resorts, Canopy by Hilton, Curio – A Collection by Hilton and Home2 Suites by Hilton were not eligible for participation in the 2015 study.*

About Hilton Worldwide

Hilton Worldwide (NYSE: HLT) is a leading global hospitality company, spanning the lodging sector from luxury and full-service hotels and resorts to extended-stay suites and focused-service hotels. For 95 years, Hilton Worldwide has been dedicated to continuing its tradition of providing exceptional guest experiences. The company's portfolio of twelve world-class global brands is comprised of more than 4,350 managed, franchised, owned and leased hotels and timeshare properties, with more than 720,000 rooms in 94 countries and territories, including Hilton Hotels & Resorts, Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, Canopy by Hilton, Curio - A Collection by Hilton, DoubleTree by Hilton, Embassy Suites by Hilton, Hilton Garden Inn, Hampton by Hilton, Homewood Suites by Hilton, Home2 Suites by Hilton and Hilton Grand Vacations. The company also manages an

award-winning customer loyalty program, Hilton HHonors®. Visit news.hiltonworldwide.com for more information and connect with Hilton Worldwide at facebook.com/hiltonworldwide, twitter.com/hiltonworldwide, youtube.com/hiltonworldwide, flickr.com/hiltonworldwide, and linkedin.com/company/hilton-worldwide.

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