



Hilton Garden Inn New York/Midtown Park Avenue

NEWLY BUILT ON EAST 33RD STREET BETWEEN MADISON AND PARK AVENUE

The Hilton Garden Inn New York/Midtown Park Avenue hotel offers a relaxed, sophisticated base with easy connectivity throughout the city. Make use of seven different subway lines, all within short walking distance of our Midtown Manhattan hotel. Visit nearby attractions such as the Empire State Building, Macy's, Fifth Avenue and Times Square/Broadway

Marshall Hotel & Resorts oversaw the construction, placed a pre-opening leadership team to lead the staffing, training and opening initiatives to successfully open the beautiful mid-town hotel. Upon opening, Marshall Hotels instituted policies and procedures to comply with all brand standards. We hired a sales team to focus on corporate transient account negotiations, mid-week corporate group and weekend leisure group business. A revenue management team was created to manage the day to day yielding strategies in the dynamic marketplace.



GUEST SATISFACTION

BRAND BENCHMARK

Overall Experience
66.0

Overall Service
72.4

HGI CURRENT SCORES

Overall Experience
66.3

Overall Service
72.6

PERFORMANCE HIGHLIGHTS

- Improved occupancy to 95.5% in 2016 over 89.9% in 2015
- TripAdvisor Certificate of Excellence in 2016
- Highest QA score of 98.45%, highest overall index of focused service NYC properties