



GREAT LOCATION DOWNTOWN WITHIN WALKING DISTANCE TO MAJOR VENUES.

Radisson Hotel Cleveland-Gateway is ideally situated near premier downtown attractions like Playhouse Square and Progressive Field. Quicken Loans Arena is across the street from the hotel. In the East 4th Street district, a five-minute walk away, enjoy outstanding dining and live entertainment

Marshall Hotels & Resorts Inc. assumed the management of the Radisson Hotel – Gateway on Dec 1, 2011. Upon takeover of this asset we found many Radisson standards not in place, cost controls were ineffective and the property needed significant capital. Marshall Hotel & Resorts oversaw a multi-million dollar improvement plan including upgrades to the restaurant, guest elevators and common areas. Marshall Hotels brought in a new leadership team, focused on guest satisfaction and QA scores. We renegotiated all existing contracts and lowered expenses. Instituted cost management procedures, developed and executed a comprehensive strategic sales plan and applied aggressive revenue management strategies.



GUEST SATISFACTION

PRIOR TO TAKEOVER	Overall Experience Score 28.66	Overall Service Score 8.46
REPOSITIONED	Overall Experience Score 34.57	Overall Service Score 8.96

PERFORMANCE HIGHLIGHTS

- Improved ADR 15.6% in 2016 over 2015
- Improved total revenue 12% in 2016 over 2015
- Improved GOP 64.6% in 2016 over 2015