

HOW TO GET GREAT ROOMS, PERKS, AND DEALS

TRAVEL + LEISURE

the hotels issue

WORLD'S BEST
SERVICE 2010-
AND WHO HAS IT

THE DOWNLOAD
ON HOTEL
REVIEW SITES

it list

Our 45 Favorite
New Hotels

Jade Mountain, in St. Lucia, the top hotel for service overall.



2010

WORLD'S BEST SERVICE

Whether you need a restaurant recommendation or to plan an excursion off-property, attentive service can make the difference between an average stay and one you'll remember. That's why we ask our readers to rate the hotels that impress them most. Here, this year's winners. **PLUS** Behind the scenes with nine top hotel staffers, and what stellar service looks like at the No. 1 property overall.

EDITED BY SARAH KANTROWITZ REPORTED BY DAVID DANZIG
AND ALYSSA GIACOBBE, WITH NINA FEDRIZZI

TOP 10 HOTELS OVERALL

- 1 Jade Mountain** St. Lucia 100.00
- 2 Bushmans Kloof Wilderness Reserve & Wellness Retreat** Cedar Mountains, South Africa 99.17
- 3 The Goring** London 98.68
- 4 Giraffe Manor** Nairobi, Kenya 98.61
- 4 Sabi Sabi Private Game Reserve** Sabi Sands, South Africa 98.61
- 6 Four Seasons Hotel Tokyo at Chinzan-so** 98.44
- 7 Eagle Island Camp** Okavango Delta, Botswana 98.33
- 7 Oberoi Vanyavilas** Ranthambhore, India 98.33
- 9 Four Seasons Hotel Cairo at the First Residence** Egypt 98.21
- 9 Oberoi Udaivilas** Udaipur, India 98.21



TOP 10 HOTELS CONTINENTAL U.S. AND CANADA

- 1 Inn at Palmetto Bluff** Bluffton, South Carolina 97.92
- 2 Inn at Manitou** McKellar, Ontario 97.79
- 3 Inn at Little Washington** Washington, Virginia 97.50
- 4 Cloister at Sea Island** Georgia 97.09
- 5 Amangani** Jackson, Wyoming 97.06
- 6 Peninsula Beverly Hills** California 95.59
- 6 Post Hotel & Spa** Lake Louise, Alberta 95.59
- 8 Little Nell** Aspen, Colorado 95.31
- 9 Rosewood Mansion on Turtle Creek** Dallas 95.00
- 9 The Wauwinet** Nantucket, Massachusetts 95.00



ANGELA HUNSINGER

Assistant director of recreation, the Inn at Palmetto Bluff, South Carolina
Years on the Job 4

The Comforts of Home

I love to create memorable experiences for guests. I've taught children to ride bikes on the village green, which is the perfect place for a soft landing. There are also always fun events for the holidays. On July 4th we host a carnival; later, in the fall, there's a 5K Turkey Trot, and in December I organize a Christmas Eve Elf Tuck-In. Santa's elves visit cottages and read bedtime stories.

476 Mount Pelia Rd.; 866/706-6565; palmettobluffresort.com; doubles from \$650.



The Inn at Palmetto Bluff, the No. 1 hotel for service in the continental U.S. and Canada.

The Four Seasons Resort Hualalai, on Hawaii's Kona-Kohala coast.

TOP 10 HOTELS HAWAII

- 1 Four Seasons Resort Hualalai** Hawaii 95.77
- 2 Halekulani** Honolulu 95.00
- 3 Four Seasons Resort Maui at Wailea** 93.31
- 4 Kahala Hotel & Resort** Honolulu 91.07
- 5 Ritz-Carlton Kapalua** Maui 90.99
- 6 Four Seasons Resort Lanai, the Lodge at Koele** 90.91
- 7 Hotel Hāna-Maui & Honua Spa** Maui 90.79
- 8 Hapuna Beach Prince Hotel** Hawaii 90.00
- 9 Fairmont Kea Lani** Maui 89.35
- 10 Four Seasons Resort Lanai at Manele Bay** 88.89



TRENT FISCHER

Director of Alakai Nalu, Four Seasons Resort Hualalai, Hawaii
Years on the Job 5

Water Views Alakai nalu means "leader of the waves." My job is to expand our guests' knowledge of and respect for the ocean by taking them sailing, canoe paddling, windsurfing, and snorkeling. If something goes wrong, that's my job, too.

I once searched for a diamond ring a guest had lost in the ocean and found it three days later. She was ecstatic!
72-100 Kaupulehu Dr.; 800/819-5053; fourseasons.com; doubles from \$775.



YOLANDA SANCHEZ

Head housekeeper, Esperanza Resort, Cabo San Lucas
Years on the Job 8

Green Team The housekeeping department doesn't just make sure that rooms are in perfect order. The 57 acres of the hotel property should be immaculate as well. That's why I created a program called Conserve to Preserve, which encourages staffers to produce less trash and use less energy; we also offer training courses in being green to the local community. Guests may not be aware of some of the initiatives, but no one overlooks the white-sand beaches.

Km 7, Ctra. Transpeninsular; 866/311-2226; esperanzaresort.com; doubles from \$590.

TOP 10 HOTELS MEXICO

- 1 Esperanza Resort** Cabo San Lucas 97.48
- 2 Rosewood Mayakobá** Riviera Maya 95.46
- 3 La Casa Que Canta** Zihuatanejo 93.06
- 4 Hotel Villa Rolandi Thalasso Spa—Gourmet & Beach Club** Isla Mujeres 91.67
- 5 Ritz-Carlton Cancún** 91.41
- 6 Four Seasons Resort Punta Mita** 91.02
- 7 Four Seasons Hotel México, D.F.** Mexico City 90.97
- 8 Las Ventanas al Paraíso, A Rosewood Resort** Los Cabos 89.44
- 9 One&Only Palmilla** Los Cabos 88.83
- 10 Tides Zihuatanejo** 88.73



A motorboat trolls a lagoon at Rosewood Mayakobá, the No. 2 hotel for service in Mexico.