

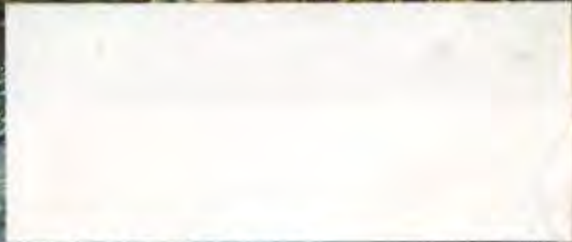
# TRAVEL + LEISURE

THE  
HOTELS  
ISSUE

61

**GREAT NEW  
PLACES TO STAY**

**OUR A-Z GUIDE  
TO GETTING  
THE MOST OUT OF  
YOUR HOTEL**



# 2013 World's Best Service

The **hotels, resorts, airlines, and cruise lines** that earned top scores for service, as rated by readers in the T+L World's Best Awards survey.



General manager Rainy Chan, center, and her team at the Peninsula, Hong Kong, the No. 1 city hotel for service.

5. **La Casa Que Canta**  
Zihuatanejo, Mexico 99.00
6. **Hotel Salto Chico/ Explora Patagonia** Torres del Paine, Chile 98.67
7. **Singita Kruger National Park**  
Kruger National Park Area, South Africa 98.33
8. **Nayara Hotel, Spa & Gardens** La Fortuna, Costa Rica 98.18
9. **Nisbet Plantation Beach Club** Nevis 97.95
10. **Lizard Island**  
Great Barrier Reef, Australia 97.90

## Hotels Continental U.S. and Canada

### City Hotels

1. **Wentworth Mansion**  
Charleston, South Carolina 98.67
2. **Waldorf Astoria** Chicago 98.10
3. **Rosewood Mansion on Turtle Creek** Dallas 97.54
4. **Morrison House**  
Alexandria, Virginia 97.50
5. **St. Regis** Atlanta 97.42

### Resorts and Inns

1. **Triple Creek Ranch**  
Darby, Montana 99.26
2. **Inn at Little Washington**  
Washington, Virginia 97.65
3. **Osprey at Beaver Creek**  
Colorado 97.50
4. **Old Edwards Inn & Spa**  
Highlands, North Carolina 97.33
5. **Tu Tu' Tun Lodge**  
Gold Beach, Oregon 97.00

## Hotels Overall

### City Hotels

1. **The Peninsula**  
Hong Kong 98.78
2. **Wentworth Mansion**  
Charleston, South Carolina 98.67
3. **The Peninsula**  
Bangkok 98.31
4. **Four Seasons Hotel**

- Istanbul at Sultanahmet 98.18
5. **Four Seasons Hotel Istanbul at the Bosphorus** 98.13
6. **Waldorf Astoria (formerly the Elysian Hotel)** Chicago 98.10
7. **Four Seasons Hotel**  
Dublin 97.78
8. **Rosewood Mansion on Turtle Creek** Dallas 97.54
9. **Morrison House** Alexandria, Virginia 97.50

9. **The Peninsula**  
Shanghai 97.50
- Resorts, Inns, and Lodges

1. **Amansara** Siem Reap, Cambodia 100.00
1. **Ngorongoro Sopa Lodge**  
Tanzania 100.00
3. **Oberoi Udaivilas** Udaipur, India 99.50
4. **Triple Creek Ranch** Darby, Montana 99.26

## Hotels Hawaii

1. **Koa Kea Hotel & Resort**  
Kauai 96.67
2. **Four Seasons Resort Hualalai** Hawaii, the Big Island 96.06
3. **Four Seasons Resort Maui at Wailea** 96.04
4. **Four Seasons Resort Lanai, The Lodge at Koele** 94.60
5. **Halekulani** Oahu 94.29

# 2013 World's Best Service

3. **St. Regis Punta Mita Resort** 96.55
4. **One&Only Palmilla**  
Los Cabos 95.71
5. **Live Aqua** Cancún 95.56

## Hotels Central and South America

### City Hotels

1. **Palacio Duhau - Park Hyatt** Buenos Aires 96.88
2. **Alvear Palace Hotel** Buenos Aires 95.90
3. **Grand Hyatt** Santiago, Chile 94.62
4. **Four Seasons Hotel** Buenos Aires 94.12
5. **Faena Hotel** Buenos Aires 93.33
5. **Ritz-Carlton** Santiago, Chile 93.33

### Resorts and Lodges

1. **Hotel Salto Chico/Explora Patagonia** Torres del Paine, Chile 98.67
2. **Nayara Hotel, Spa & Gardens** La Fortuna, Costa Rica 98.18
3. **Four Seasons Resort Costa Rica at Peninsula Papagayo** 96.09
4. **Llao Llao Hotel & Resort, Golf-Spa** Bariloche, Argentina 94.62
5. **Inkaterra Machu Picchu Pueblo Hotel** Peru 91.85

## Hotels Asia

### City Hotels

1. **The Peninsula** Hong Kong 98.78
2. **The Peninsula** Bangkok 98.31
3. **The Peninsula** Shanghai 97.50
4. **Mandarin Oriental** Bangkok 97.39
5. **Taj Palace Hotel** New Delhi 97.27

### Resorts

1. **Amansara** Siem Reap, Cambodia 100.00
2. **Oberoi Udaivilas** Udaipur, India 99.50
3. **Discovery Shores** Boracay, Philippines 97.35



## What makes winning service?

We surveyed the general managers at the top 16 hotels in each region.



admit to using Google and Facebook to research guests before check-in.



ensure each guest is personally greeted by a manager upon arrival.



have a staff-to-guest ratio of at least 1.5 to 1.



described the service style as "genuine."



described the service style as "efficient."



offer room service 24 hours a day.

4. **Oberoi Rajvillas** Jaipur, India 97.14
5. **Capella** Singapore 96.34

## Hotels Africa and the Middle East

### City Hotels

1. **Twelve Apostles Hotel & Spa** Cape Town 97.14
2. **Cape Grace** Cape Town 96.94
3. **La Mamounia** Marrakesh, Morocco 96.30
4. **One&Only** Cape Town 95.56
4. **Saxon Boutique Hotel, Villas & Spa** Johannesburg, South Africa 95.56

### Resorts and Lodges

1. **Ngorongoro Sopa Lodge** Tanzania 100.00
2. **Singita Kruger National Park** South Africa 98.33
3. **Mombo Camp and Little Mombo Camp** Moremi Game Reserve, Botswana 97.50
3. **Singita Grumeti** Serengeti National Park, Tanzania 97.50
5. **Singita Sabi Sand** Kruger National Park Area, South Africa 97.42

## Hotels Australia, New Zealand, and the South Pacific

### City Hotels

1. **The Langham** Melbourne 94.55
2. **The George** Christchurch, New Zealand 91.77
3. **Shangri-La Hotel** Sydney 91.72
4. **Sofitel Queenstown Hotel & Spa** 90.00
5. **Park Hyatt** Sydney 89.27

### Resorts and Lodges

1. **Lizard Island** Great Barrier Reef, Australia 97.90

2. **Southern Ocean Lodge** Kangaroo Island, Australia 97.33
3. **Lodge at Kauri Cliffs** Matauri Bay, New Zealand 96.25
4. **Four Seasons Resort** Bora-Bora, French Polynesia 94.74
5. **Huka Lodge** Taupo, New Zealand 93.75

## Airlines Domestic

1. **Virgin America** 85.81
2. **JetBlue Airways** 79.31
3. **Hawaiian Airlines** 79.26
4. **Southwest Airlines** 78.40
5. **Frontier Airlines** 75.58

## Airlines International

1. **Singapore Airlines** 94.01
2. **Air New Zealand** 89.18
3. **Cathay Pacific** 88.70
4. **Emirates** 88.67
5. **Korean Air** 88.64

## Cruises Large-Ship

1. **Crystal Cruises** 95.41
2. **Regent Seven Seas Cruises** 93.05
3. **Azamara Cruises** 92.89
4. **Disney Cruise Line** 92.29
5. **Oceania Cruises** 91.23

## Cruises Small-Ship

1. **Seabourn** 96.92
2. **SeaDream Yacht Club** 94.76
3. **Silversea Cruises** 94.31
4. **Paul Gauguin Cruises** 93.54
5. **Windstar Cruises** 91.94

## Cruises River

1. **Viking River Cruises** 92.21
2. **Uniworld Boutique River Cruise Collection** 91.68
3. **Tauck** 90.57
4. **Abercrombie & Kent** 87.74
5. **Grand Circle Cruise Line** 86.25

**Methodology** Rankings are based on reader votes collected in the *Travel + Leisure World's Best Awards* survey. Scores shown have been rounded to the nearest hundredth of a point; in the event of a true tie, properties and companies share a ranking. For the complete methodology, go to [travelandleisure.com/worldsbest](http://travelandleisure.com/worldsbest).