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## **The Four Points by Sheraton Norwood recognized as a Starwood North America Hotel of the Year**

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Four Points by Sheraton Norwood has been recognized by Starwood North America as the 2009 Four Points by Sheraton Hotel of the Year. This distinction honors the hotel's proven track record of consistently exceeding guest expectations.

"The Four Points by Sheraton Norwood serves as the benchmark for how to do it right," said Denise Coll, president of Starwood North America Hotel operations during her speech at the awards ceremony.

"This award is a result of hard work and a conscious effort to strive for excellence in all the ways we take care of our customers," said Kevin Casey, general manager of The Four Points by Sheraton Norwood.

"This award is a credit to our dedicated employees, and each one should be proud of earning this distinction of honor."

Hotels within the Starwood corporate structure are reviewed on a monthly basis for their performance in the areas of guest satisfaction, quality assurance, and revenue management and profitability. At the end of the year, scores are tallied and results are announced at the Starwood North America Excellence Awards Ceremony. The Hotel of the Year Award is given within each of Starwood's eight brands to the hotels that best demonstrate lodging excellence. Scores are measured nationwide by Maritz, a sales and marketing services company that conducts the surveys for Starwood Hotels.

Within the hospitality industry, honors are awarded based on a combination of sound business practices and the high quality of a hotel's customer service professionals. The Four Points by Sheraton Norwood has a low employee turnover rate compared to other hotels in the region due to its well-established employee appreciation and compensation program. The hotel values its employees and attributes their contributions to its success.

### About Four Points by Sheraton Norwood

Located between Providence and Boston, the Four Points by Sheraton Norwood is a business-class hotel and full-service conference center. Recently renovated and expanded, the Four Points by Sheraton Norwood features over 30 different event spaces for everything from a business meeting to a cocktail party to a formal wedding. For more information, please visit [www.fourpointsnorwood.com](http://www.fourpointsnorwood.com).

### About Hobbs Brook Management

As both owner and operator, Hobbs Brook Management, LLC is committed to providing its tenants and their employees with a reliable and fully functional business environment. For leasing information, please visit [www.hobbsbrook.com](http://www.hobbsbrook.com).