



HOTEL  
GRANDE BRETAGNE  
A LUXURY COLLECTION HOTEL

*Athens*

## HOTEL GRANDE BRETAGNE RECEIVES THE 1<sup>st</sup> NATIONAL CUSTOMER SERVICE AWARD 2011 TEAM OF THE YEAR – EFFECTIVE COMPLAINT MANAGEMENT

**Athens, 27 July 2011** – The Hotel Grande Bretagne has won a prestigious nationwide distinction for the second year in a row, by receiving the 1<sup>st</sup> National Customer Service Award 2011 in the category 'Team of the year – Effective Complaint Management'.

The Hotel Grande Bretagne participated in the category 'Team of the year – Effective Complaint Management' and presented its philosophy on complaint management to the evaluating panel, as well as its main motto to satisfy guests' requests before they become complaints, naturally keeping in mind to always prevent them.

All our employees, having received the right training and always showing their best face, tackle any difficulties, problems or complaints with Professionalism, Teamwork & Positive Thinking. The result is satisfied guests with an ever decreasing number of complaints, and a focus on our aim to offer excellent and authentic experiences. This award is a valuable asset, as in these troubled times it gives the Hotel the motivation to continue setting the bar high.

The 'National Customer Service Awards' is an initiative of the Hellenic Institute of Customer Service (HICS). This year, with the help of the Ministry of Regional Development and Competitiveness and the Hellenic Federation of Enterprises, major companies and distinguished professionals from various industries were awarded for exceptional practices in customer service. This year's event, received over 150 nominations in nine different categories. The evaluating panel was comprised of prominent academics and business executives.



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Hotel Grande Bretagne is owned by Lamposa Hellenic Hotels S.A and managed by Starwood Hotels & Resorts Worldwide Inc., is one of the leading hotel and leisure companies in the world with 1000 properties in nearly 100 countries and territories with 145,000 employees at its owned and managed properties. Starwood Hotels is a fully integrated owner, operator and franchisor of hotels, resorts and residences with the following internationally renowned brands: St. Regis®, The Luxury Collection®, W®, Westin®, Le Méridien®, Sheraton®, Four Points® by Sheraton, and the recently launched Aloft®, and Element SM. Starwood Hotels also owns Starwood Vacation Ownership, Inc., one of the premier developers and operators of high quality vacation interval ownership resorts. For more information, please visit [www.starwoodhotels.com](http://www.starwoodhotels.com).

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