

HOW TO GET GREAT ROOMS, PERKS, AND DEALS

TRAVEL + LEISURE

the
hotels
issue

WORLD'S BEST
SERVICE 2010-
AND WHO HAS IT

THE DOWNLOAD
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REVIEW SITES

it list

Our 45 Favorite
New Hotels

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LESLIE COHEN

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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.

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

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



Ah
Ocean-View
Sanctuary
room at
St. Lucia's
Jade
Mountain.

TOP 10 HOTELS CARIBBEAN

- 1 **Jade Mountain** St. Lucia 100.00
- 2 **Eden Rock** St. Bart's 94.05
- 3 **Couples Negril** Jamaica 93.80
- 4 **Anse Chastanet Resort** St. Lucia 92.86
- 5 **Couples Swept Away** Negril, Jamaica 92.79
- 6 **Royal Plantation Spa & Golf Resort**
Ocho Rios, Jamaica 92.50
- 7 **Couples Tower Isle** Ocho Rios, Jamaica 92.06
- 8 **Couples Sans Souci** Ocho Rios, Jamaica 89.67
- 9 **Four Seasons Resort** Nevis 89.09
- 10 **Jumby Bay, A Rosewood Resort**
Antigua 88.64



IVAN M. FRUTOS

*Food and beverage
supervisor, Palacio Duhau,
Park Hyatt, Buenos Aires*

Years on the Job 2

Argentinean Flavor On Friday nights, the hotel holds tango lessons in one of the hotel's three restaurants and I serve an Argentinean Malbec. At the end of a stay, we send travelers home with maté and *dulce de leche* kits, which include handwritten time lines of the products' history. 1661 Avda. Alvear; 800/223-1234; park.hyatt.com; doubles from \$480.



The top-ranked
Palacio Duhau, Park
Hyatt, in Recoleta,
Buenos Aires.

TOP 10 HOTELS CENTRAL AND SOUTH AMERICA

- 1 **Four Seasons Resort** Carmelo, Uruguay 96.05
- 1 **Palacio Duhau, Park Hyatt** Buenos Aires 96.05
- 3 **Explora Patagonia** Torres del Paine, Chile 93.75
- 4 **Alvear Palace Hotel** Buenos Aires 92.92
- 5 **Victoria House** Ambergris Cay, Belize 92.39
- 6 **Hotel Monasterio** Cuzco, Peru 91.43
- 7 **Four Seasons Hotel** Buenos Aires 90.63
- 8 **Hotel Oro Verde** Guayaquil, Ecuador 90.28
- 9 **Blancaneaux Lodge** San Ignacio, Belize 90.00
- 10 **Turtle Inn** Placencia, Belize 89.77



WORLD'S BEST: WINNING SERVICE

JADE MOUNTAIN

What does quality service look like?

Here, T+L reader and World's Best Awards Sweepstakes winner David Danzig of Atlanta (pictured above with his wife, Amy) shares the highlights of his five-day stay at St. Lucia's Jade Mountain, the No. 1 hotel for service overall.

THE REQUEST

A seamless check-in



THE EXPERIENCE

When we arrived we were greeted by a staffer with a lime juice drink and then immediately whisked away to one of the 29 ocean-view sanctuaries. A wireless phone connected us to our majordomo, who—we were told—could be reached at any time.

Post-beach relaxation



Shuttles are available, but we opted to walk more than 100 stairs up from the sand to the room. We arrived to find that the Jacuzzi tub had been drawn with bath salts and rose petals were strewn across the bed.

A sunset boat ride around the Piton Mountains



We weren't interested in prepackaged outings, so the hotel booked a personal guided tour. We visited the island's eastern coastline and took a detour to the village of Soufrière for an introduction to the local culture.

A romantic evening to remember



Though we inquired about a beach bonfire, it was impossible because of fire restrictions. But the hotel arranged a candlelit dinner of calypso-marinated kingfish and a customized chocolate cake served next to our private plunge pool.

THE TAKEAWAY

In a region where island spirit often equals slow or spotty attention, hotel service at Jade Mountain was flawless. A+ for charm and attention to detail.