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**JACKSONVILLE AIRPORT HOTEL RECOGNIZED WITH TWO MORE AWARDS -**  
**“QUALITY EXCELLENCE” & “TURNING POINT AWARDS”**  
**AFTER RECEIVING “RENOVATION OF THE YEAR AWARD” IN 2010**

*Jacksonville, FL (January 24, 2012) –*

Intercontinental Hotels Group has awarded both the “*Quality Excellence Award*” and “*Turning Point Award*” to the **Crowne Plaza Jacksonville Airport** for 2011. The hotel, led by General Manager **Mark Kane** was recognized for the “foundation of hospitality and service excellence they provided this year as well as the most increased overall experience scores since the implementation of *Heartbeat*, an exclusive IHG guest-review program”, says **Tony Harber**, IHG Area Director of Upscale Brands. Adding the hotel “being home to high quality team members and a stable management team” Harber states, “it came as no surprise the Crowne Plaza Jacksonville Airport is honored by the brand with both the Quality Excellence and Turning Point Awards.” Additionally, this recognition comes one year after the hotel was recognized by Intercontinental Hotels Group with the “*Renovation of the Year Award*”.

Asked the factors which distinguish his hotel from his peers, Kane states, “*continued focus on three core fundamentals,*” the industry veteran adds “*happy professional team members who demonstrate aggressive friendliness, a clean crisp property where everything works and guests and team members receive all they expect...plus a little bit more; were key aspects in the recognitions we’ve received.*” Crowne Plaza Brand Management Vice President, **Gina LaBarre** adds, “*I am proud to include the Crowne Plaza Jacksonville Airport, a Quality Excellence and Turning Point Winner, among the ranks of the best hotels in the Crowne Plaza portfolio, which continues to exceed the brand’s standard of excellence and guest expectations.*”

The Quality Excellence and Turning Point Awards are presented annually to hotels which meet strict brand criteria for guest satisfaction and overall experience scores over 12 consecutive months. Harber exclaims, “hotels earning these awards are beyond being a beautiful and well appointed structure,” citing, “it was only natural the hotel is honored.” Kane announced, “I’m proud of the overall team effort displayed this past year, and of course the honors the hotel has earned.”

The hotel serves business, government and leisure travelers visiting the greater Jacksonville market; is located near Jacksonville International Airport, River City Market Place, many attractions, museums and shopping venues. Accommodating meetings and events of all types for

up to 200 guests, the hotel boasts two restaurants including Savannah Bistro, a full-service restaurant, the Rainforest Lobby Bar & Grill, and Biscotti's Internet Cafe.

To book your next meeting, event or overnight accommodations visit [www.cpjacksonvilleairport.com](http://www.cpjacksonvilleairport.com)

Kelly Rogers, Director of Sales: [krogers@mmihg.com](mailto:krogers@mmihg.com) or call the hotel directly at [\(904\) 741-4404](tel:(904)741-4404).