

The Grand Hotel Golf Resort and Spa was presented the Marriott International, Autograph Collection “Hotel of the Year” award at its recent Autograph Collection annual meeting in El Paso, TX. The historical Grand Hotel owned by the Retirement Services of Alabama (RSA) and managed by PCH Hotels & Resorts earned this prestigious best in class award amongst 142 other North American Autograph Collection hotels & resorts.

Aptly named the “Queen of the South” the Grand exemplifies a standard of excellence unsurpassed amongst its peers. Scott Tripoli, the Grand Hotels General Manager noted that “On behalf of every associate at the Grand Hotel Golf Resort & Spa, we are truly honored to receive this recognition! We are thankful for the great support from our management company, PCH Hotels & Resorts, our ownership, the Retirement Services of Alabama (RSA) and from Marriott as well. I could not be more proud of this team and their everyday desire to make each and every guest and member experience, Grand!”

To award this tribute Marriott takes several criteria into account to insure the trophy goes to the best in class. Amongst consideration are the following:

- Guest Service Scores (GSS): Overall satisfaction; hotel must be in the top 10% of the brand. The Grand is currently ranked #1 amongst 142 other Autograph Collection hotels! All GSS scores must be at or above the brand average.
- Brand Standard Audit score must be in the green or clear zones. The Grand is in the green!
- The hotel must show Marriott that there is a positive pattern of overcoming challenges and that teamwork is essential to their success.
- The hotels sales effort must resonate with brand excellence and protocol, this team is an excellent steward of the brand.
- Training is paramount as each associate and manager must be exemplary in each department.

The Autograph Collection of Hotels are part of Marriott’s distinctive premium collection that advocates for the original, championing the individuality of each of its over 265 independent hotels located in the most desirable destinations across 45 countries and territories. Each hotel is a product of passion, inspired by a clear vision, soul and story that makes it individual and special: Exactly like Nothing Else.

Each Autograph Collection hotel is an independent upper-upscale to luxury hotel within the [Marriott](#) portfolio. The properties are independently owned and operated under the Autograph Collection name.