

TRAVEL+ LEISURE

THE HOTELS ISSUE

Insider's Rome
Stay, Eat, Shop, Stroll

IT LIST

T+L Picks Our
Favorite New Hotels

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2012 World's Best Service

The city hotels, resorts, airlines, and cruise lines that nabbed top honors for service in T+L's annual World's Best Awards survey.

Hotels Overall

City Hotels

- 1 **Park Hyatt** Milan 98.95
- 2 **Stafford London by Kempinski** 98.40
- 3 **Four Seasons Hotel Gresham Palace** Budapest 98.07
- 4 **Emirates Palace** Abu Dhabi 97.50
- 5 **Milestone Hotel** London 97.39
- 6 **Olisippo Lapa Palace** Lisbon 97.33
- 7 **Palacio Duhau-Park Hyatt** Buenos Aires 96.92
- 8 **Eliot Hotel** Boston 96.84
- 9 **Trump International Hotel & Tower** Chicago 96.67
- 10 **The Peninsula** Bangkok 96.53

Resorts, Inns, and Lodges

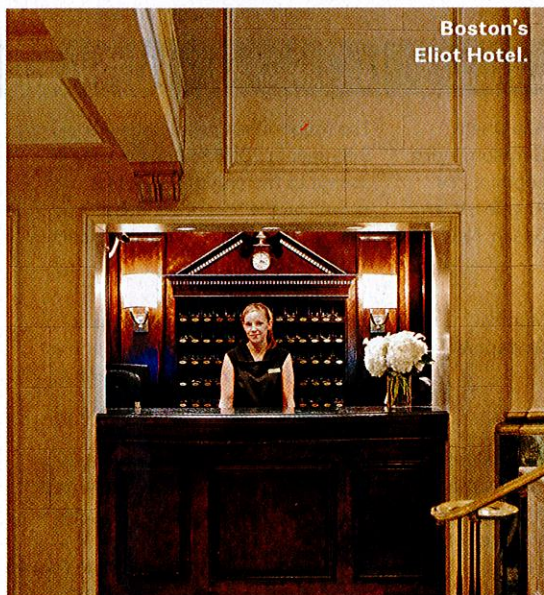
- 1 **Lodge at Kauri Cliffs** Matauri Bay, New Zealand 100.00
- 1 **Oberoi Udaivilas** Udaipur, India 100.00
- 1 **Posada de Mike Rapu, Explora Rapa Nui** Easter Island 100.00
- 4 **Singita Sabi Sand at Sabi Sand Private Game Reserve (Ebony Lodge, Boulders Lodge, Castleton Camp)** Kruger National Park area, South Africa 99.54
- 5 **Oberoi Rajvilas** Jaipur, India 99.49
- 6 **Singita Grumeti Reserves (Sasakwa Lodge, Sabora Tented Camp, Faru Faru Lodge, Singita Explore Mobile Tented Camp)** Serengeti National Park, Tanzania 99.13
- 7 **Blackberry Farm** Walland, Tennessee 99.00

- 8 **Royal Malewane** Kruger National Park, South Africa 98.82
- 9 **Mandarin Oriental Dhara Dhevi** Chiang Mai, Thailand 98.75
- 10 **Four Seasons Resort** Carmelo, Uruguay 98.67
- 10 **La Résidence Phou Vao** Luang Prabang, Laos 98.67



WIN A STAY AT BLACKBERRY FARM!

Travel + Leisure is now on Foodspotting, a website and app for finding the best meals around the globe. "Spot" Southern dishes—from grits to corn bread—and you'll be entered to win a trip to Blackberry Farm, the No. 1 resort for service in the U.S. and Canada (see details, far right).



Hotels Continental U.S. and Canada

City Hotels

- 1 **Eliot Hotel** Boston 96.84
 - 2 **Trump International Hotel & Tower** Chicago 96.67
 - 3 **Rosewood Mansion on Turtle Creek** Dallas 96.07
 - 4 **Woodlands Inn** Summerville, South Carolina 96.00
 - 5 **Ritz-Carlton New York, Central Park** 95.83
- ### Resorts and Inns
- 1 **Blackberry Farm** Walland, Tennessee 99.00
 - 2 **Triple Creek Ranch** Darby, Montana 98.62
 - 3 **Stein Eriksen Lodge** Park City, Utah 97.42
 - 4 **The Wauwinet** Nantucket, Massachusetts 97.33

(Continued on page 174)



T+L TWITTER CHAT

Digital projects editor Sarah Spagnolo asked Anna Post, the great-great-granddaughter of etiquette expert Emily Post, as well as top-scoring hotels and travel companies, how to get stellar treatment around the globe—in 140 characters or less.

With summer upon us, what's your best tip for getting great service?

@StaffordLondon

Make contact with the concierge when you book and introduce yourself when you arrive. Establishing a rapport helps you get what you want.

@SeabournCruise

Always fill out the registration form with your onboard preferences.

@OberoiGroup

Be sure to e-mail before you check in to tell us about any special occasions.

@JetBlue

If you're asking someone to go "above and beyond," it's all about how you ask.

@EmilyPostInst

Tech is great for travel, but bad if you don't put it away when talking with staff. Give respect and you'll receive it, too.

For information on upcoming T+L chats, see page 16.

2012 World's Best Service

(Continued from page 172)

5 Four Seasons Resort
Jackson Hole, Wyoming 96.67

Hotels Hawaii

Resorts

- 1 Four Seasons Resort Hualalai** Big Island 97.74
- 2 Travaasa Hana** Maui 95.29
- 3 Four Seasons Resort Maui at Wailea** 95.18
- 4 Halekulani** Oahu 94.82
- 5 Four Seasons Resort Lanai, The Lodge at Koele** 93.64

Hotels Mexico

City Hotels

- 1 Four Seasons Hotel México, D.F.** Mexico City 95.24
- 2 Casa de Sierra Nevada** San Miguel de Allende 93.33
- 3 W Mexico City** 78.75

Resorts

- 1 One&Only Palmilla** Los Cabos 97.39
- 2 Ritz-Carlton** Cancún 96.67
- 3 Esperanza, an Auberge Resort** Los Cabos 95.79
- 4 Four Seasons Resort** Punta Mita 94.84
- 5 Las Ventanas al Paraíso, A Rosewood Resort** Los Cabos 94.12

Hotels The Caribbean

Resorts

- 1 Curtain Bluff Resort** Antigua 97.65
- 2 Hotel Saint-Barth Isle de France** St. Bart's 97.14
- 2 Nisbet Plantation Beach Club** Nevis 97.14

- 4 Amanyara** Turks and Caicos 96.84
- 5 Jade Mountain** St. Lucia 96.76

Hotels Central and South America

City Hotels

- 1 Palacio Duhau-Park Hyatt** Buenos Aires 96.92
- 2 Alvear Palace Hotel** Buenos Aires 96.25
- 3 Hotel Monasterio** Cuzco, Peru 95.89
- 4 Hotel Casa Santo Domingo** Antigua, Guatemala 95.46
- 5 Four Seasons Hotel** Buenos Aires 94.58

Resorts and Lodges

- 1 Posada de Mike Rapu, Explora Rapa Nui** Easter Island 100.00
- 2 Four Seasons Resort** Carmelo, Uruguay 98.67
- 3 Four Seasons Resort Costa Rica at Peninsula Papagayo** 95.60
- 4 Victoria House** Ambergris Cay, Belize 94.17
- 5 Inkaterra Machu Picchu Pueblo Hotel** Peru 93.68

Hotels Europe

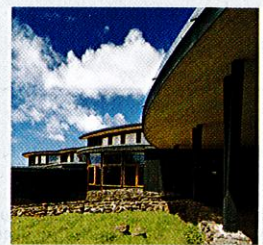
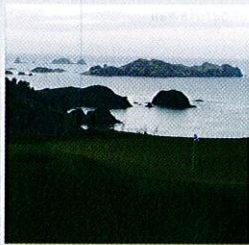
City Hotels

- 1 Park Hyatt** Milan 98.95
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- 3 Four Seasons Hotel Gresham Palace** Budapest 98.07

CLOSER LOOK

What Makes Perfect Service?

For the first time in *Travel + Leisure* World's Best Awards history, three resorts, all in far-flung destinations, received perfect service scores. Here's how they stack up.



RESORT

KAURI CLIFFS GOLF RESORT & SPA

OBEROI UDAIVILAS

POSADA DE MIKE RAPU, EXPLORA RAPA NUI

Location

Remote, 6,000-acre oceanfront escape on New Zealand's North Island.

Gilded retreat overlooking Lake Pichola, in Udaipur, India.

Hilltop lodge on Easter Island, a five-hour flight west of Santiago, Chile.

Staff-to-Guest Ratio

1:1

1.6:1

1:4

Top Activity

Teeing off on the par 72 championship golf course, on a bluff with views of the Pacific.

A ride around the courtyards and reflecting pools atop one of the hotel's Indian elephants.

A trek past *moai* sculptures, along the volcano's edge, to natural rock pools.

Employee Spotlight

Shaun Cawood, the food and beverage manager, once drove from his home to the hotel in the middle of the night to fulfill a request for Cognac and cigars.

Roop Singh, the caretaker of the property's 20-acre Bada Mahal conservancy, educates guests about the on-site spotted deer, wild boar, and peacocks.

Head guide Joanna Faulkner plans unique experiences, such as a private picnic in a volcanic cave within earshot of the surf.

Extreme Request

Arranging a car purchase for a guest's three-month stay.

Dinner and a private stargazing session with one of Udaipur's most renowned astrologers.

Coordinating a helicopter arrival from a yacht to the island's mountainous terrain.

T+L Readers Say

"The staff predicted our every need."

"I've traveled widely and have never stayed at a better hotel; the service is impeccable."

"Excellent custom hiking adventures led by in-the-know locals."

The Details

Northland; kauricliffs.com. \$\$\$\$

Haridasji Ki Magri; oberoihotels.com. \$\$\$\$

explora.com; three-night minimum. \$\$\$\$\$

- 4 **Milestone Hotel** London 97.39
- 5 **Olisippo Lapa Palace** Lisbon 97.33

Resorts and Inns

- 1 **Turnberry, a Luxury Collection Resort** Ayrshire, Scotland 97.65
- 2 **Hotel Villa Cipriani** Asolo, Italy 97.50
- 3 **Château Eza** Eze Village, France 97.33
- 4 **Palazzo Sasso** Ravello, Italy 96.80
- 5 **Domaine Les Crayères** Reims, France 96.36

Hotels Asia

City Hotels

- 1 **The Peninsula** Bangkok 96.53
- 2 **The Peninsula** Tokyo 96.47
- 3 **Ritz-Carlton Beijing, Financial Street** 96.25
- 4 **Mandarin Oriental** Tokyo 96.00
- 5 **St. Regis** Singapore 95.78

Resorts

- 1 **Oberoi Udaivilas** Udaipur, India 100.00
- 2 **Oberoi Rajvilas** Jaipur, India 99.49
- 3 **Mandarin Oriental Dhara Dhevi** Chiang Mai, Thailand 98.75
- 4 **La Résidence Phou Vao** Luang Prabang, Laos 98.67
- 5 **Oberoi Amarvilas** Agra, India 97.22

Hotels Africa and the Middle East

City Hotels

- 1 **Emirates Palace** Abu Dhabi 97.50
- 2 **Four Seasons Hotel Cairo at the First Residence** 95.65
- 3 **Four Seasons Hotel Cairo at Nile Plaza** 95.29
- 4 **Burj Al Arab** Dubai 95.15
- 5 **Mount Nelson Hotel** Cape Town 94.00

Resorts and Lodges

- 1 **Singita Sabi Sand at Sabi Sand Private Game Reserve (Ebony Lodge, Boulders Lodge, Castleton Camp)** Kruger National Park area, South Africa 99.54
- 2 **Singita Grumeti Reserves (Sasakwa Lodge, Sabora Tented Camp, Faru Faru Lodge, Singita Explore Mobile Tented Camp)** Serengeti National Park, Tanzania 99.13
- 3 **Royal Malewane** Kruger National Park, South Africa 98.82
- 4 **Oi Donyo Lodge** Mbirikani Group Ranch, Kenya 98.29

- 5 **Kirawira Luxury Tented Camp** Serengeti National Park, Tanzania 97.65
- 5 **Mombo & Little Mombo Camps** Moremi Game Reserve, Botswana 97.65

Hotels Australia, New Zealand, and the South Pacific

City Hotels

- 1 **The Langham** Melbourne 95.46
- 2 **Park Hyatt** Melbourne 93.33
- 3 **InterContinental** Sydney 90.67
- 4 **Park Hyatt** Sydney 90.00
- 5 **Four Seasons Hotel** Sydney 89.33

Resorts and Lodges

- 1 **Lodge at Kauri Cliffs** Matauri Bay, New Zealand 100.00
- 2 **InterContinental Bora Bora Resort & Thalasso Spa** French Polynesia 96.67
- 3 **Lilianfels, a Luxury Collection Resort, Blue Mountains** Australia 90.67
- 4 **Voyages Longitude 131°** Ayers Rock, Australia 86.67
- 5 **Reef House Boutique Resort & Spa** Cairns, Australia 85.33

Airlines Domestic

- 1 **Virgin America** 86.77
- 2 **JetBlue Airways** 80.77
- 3 **Hawaiian Airlines** 80.61

Airlines International

- 1 **Singapore Airlines** 91.95
- 2 **Etihad Airways** 89.68
- 3 **Emirates** 89.61

Cruises Large-Ship

- 1 **Crystal Cruises** 97.30
- 2 **Regent Seven Seas Cruises** 94.85
- 3 **Disney Cruise Line** 92.45

Cruises Small-Ship

- 1 **Seabourn** 98.26
- 2 **Silversea Cruises** 95.25
- 3 **SeaDream Yacht Club** 94.82

Cruises River

- 1 **Uniworld Boutique River Cruise Collection** 93.26
- 2 **Tauck** 91.79
- 3 **Viking River Cruises** 91.08



▶ **Experience the Extraordinary Side of Vegas at Caesars Palace**

Caesars Palace Las Vegas Hotel & Casino offers something for everybody, and much, much more. Dine in style at the restaurants of celebrity chefs, Bobby Flay, Bradley Ogden, Michel Richard, and Guy Savoy. Unwind at the Qua Baths & Spa, home to an arctic ice room with falling snow. Then warm up poolside in the 4.5-acre Garden of the Gods, before exploring more than 130 stores in the Forum Shops.

Go to CaesarsPalace.com



Curtis "50 Cent" Jackson at the AIFF

▶ **Join the Stars at the Aruba International Film Festival**

With world-class restaurants and a spectacular film festival (June 22 - 28), Aruba gives a whole new meaning to 'dinner and a movie.' Come join in exciting event workshops, or simply enjoy the pristine beaches and many activities Aruba has to offer.

For more details on the Aruba International Film Festival, visit www.aiff.aw today

