

35 AMAZING DEALS FROM COSTA RICA TO CALIFORNIA

TRAVEL + LEISURE

HOTELS SPECIAL

it list
T+L EDITORS'

TOP
50
FAVORITE
NEW
HOTELS

AUTHENTIC
ITALY:
VILLAGE
HIDEAWAYS

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\$4.99



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2011 WORLD'S BEST SERVICE

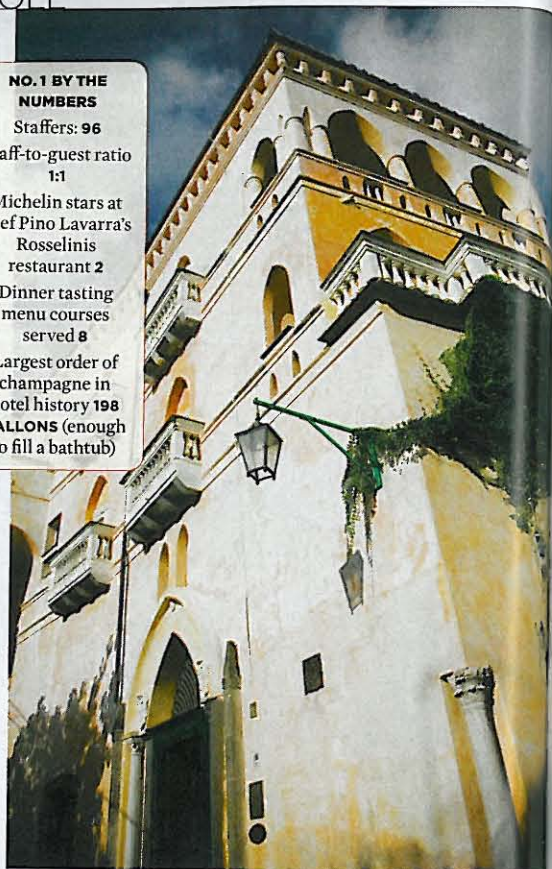
BEHIND EVERY MEMORABLE HOTEL EXPERIENCE are the staffers who make it happen. That's why every year, T+L spotlights the top properties in nine regions that excel in service, as rated by readers in the World's Best Awards survey. What's new in 2011? We've divided the lists into city and resort categories, so we can highlight more winners with a range of service styles—from formal to casual. **PLUS** Fast facts about No. 1 hotels around the globe.

A Deluxe Residence at Mandarin Oriental Dhara Dhevi in Chiang Mai, Thailand, voted a top resort for service overall by T+L readers.

TOP 5 CITY HOTELS
EUROPE

- 1 Olisippo Lapa Palace** Lisbon 99.00
- 2 Four Seasons Hotel Gresham Palace** Budapest 97.60
- 3 Four Seasons Hotel Istanbul at Sultanahmet** 97.50
- 4 The Merrion** Dublin 97.14
- 5 Hôtel de Crillon** Paris 97.00

NO. 1 BY THE NUMBERS
Staffers: **96**
Staff-to-guest ratio **1:1**
Michelin stars at chef Pino Lavarra's Rosselinis restaurant **2**
Dinner tasting menu courses served **8**
Largest order of champagne in hotel history **198 GALLONS** (enough to fill a bathtub)



TOP 5 RESORTS AND INNS
EUROPE

- 1 Palazzo Sasso** Ravello, Italy 98.33
- 2 Le Sirenuse** Positano, Italy 97.67
- 3 Domaine des Hauts de Loire** Onzain, France 96.67
- 3 Hôtel Château Eza** Èze Village, France 96.67
- 5 Château de la Chèvre d'Or** Èze Village, France 96.47

TOP 5 CITY HOTELS
ASIA

- 1 Shangri-La Hotel** Singapore 98.95
- 2 The Peninsula** Bangkok 98.21
- 3 The Peninsula** Hong Kong 97.46
- 4 Raffles Hotel** Singapore 96.67
- 5 Taj Mahal Palace** Mumbai 96.49

NO. 1 BY THE NUMBERS
Staffers **975**
Staff-to-guest ratio **2:3**
Orchid varieties in the hotel's 15-acre garden **30**
Gallons of water used per month in the garden **376**
Hotel staffers dedicated to tending the garden and nursery **14**

TOP 5 RESORTS
ASIA

- 1 Mandarin Oriental Dhara Dhevi** Chiang Mai, Thailand 98.95
- 1 Oberoi Vanyavilas** Ranthambhore, India 98.95
- 3 Oberoi Amarvilas** Agra, India 98.31
- 4 Four Seasons Resort** Chiang Mai, Thailand 98.05
- 5 Oberoi Rajvilas** Jaipur, India 97.78




Inside the Line restaurant at Shangri-La Singapore, the No. 1 city hotel in Asia for service. Top: Palazzo Sasso, in Ravello, Italy, the winning resort for service in Europe.

TOP 5 CITY HOTELS
AFRICA AND THE MIDDLE EAST

- 1 Four Seasons Hotel Cairo at the First Residence** 97.27
- 2 Burj Al Arab** Dubai 97.14
- 3 Cape Grace** Cape Town, South Africa 95.94
- 4 Four Seasons Hotel Alexandria at San Stefano** Egypt 93.75
- 5 Four Seasons Hotel at Nile Plaza** Cairo 93.49

TOP 5 CITY HOTELS
AUSTRALIA, NEW ZEALAND, AND THE SOUTH PACIFIC

- 1 The Langham** Melbourne 95.00
- 2 The George** Christchurch, New Zealand 92.50
- 3 Park Hyatt** Sydney 90.81
- 4 Pullman (formerly the Hyatt Regency)** Auckland, New Zealand 90.00 
- 5 Park Hyatt** Melbourne 89.41

NO. 1 BY THE NUMBERS
Staffers **100**
Staff-to-guest ratio **1:1**
Number of staff guides **14**
Animal species visible on property **162**
Largest fish caught on a fly-fishing excursion **32 POUNDS**
Number of guests who dined on the 32-pound Nile perch **96**



One of 50 tents at Fairmont Mara Safari Club, the top lodge for service in Africa.

TOP 5 RESORTS AND LODGES
AFRICA AND THE MIDDLE EAST

- 1 Fairmont Mara Safari Club** Masai Mara, Kenya 97.69
- 2 Tortilis Camp Amboseli** Kenya 97.65
- 3 Twelve Apostles Hotel & Spa** Cape Town, South Africa 97.50
- 4 MalaMala Game Reserve** South Africa 97.33
- 4 Royal Malewane** Kruger National Park, South Africa 97.33

TOP 5 RESORTS AND LODGES
AUSTRALIA, NEW ZEALAND, AND THE SOUTH PACIFIC

- 1 Huka Lodge** Taupo, New Zealand 93.75
- 2 InterContinental Bora Bora Resort & Thalasso Spa** French Polynesia 93.33
- 3 Hayman Great Barrier Reef** Australia 93.00
- 4 Longitude 131°** Ayers Rock, Australia 85.71
- 5 Sheraton Mirage Port Douglas Resort** Australia 82.11

FROM TOP: LONELY PLANET/SUPERSTOCK; COURTESY OF SHANGRI-LA HOTELS & RESORTS

JASON MICHAEL LANG