

Magazine: Orlando airport tops in service

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Orlando International has been ranked North America's best large airport in terms of customer service by industry insiders polled by the trade magazine *Airport Revenue News*.

Its 10-judge panel described the airport as "user friendly." Publisher Pauline Ambrust said the airports nominated had a high level of service that was "obvious throughout the facility," from helpful employees to clear signage.

In a statement, Bill Jennings, executive director of the Greater Orlando Aviation Authority, said, "We are very proud of this accolade, because as a gateway to the Central Florida community we want to ensure a memorable first impression."

Time-share sales strong

Hilton Hotels Corp. said strong advance sales at a new Orlando time-share resort helped deliver higher profits in the fourth quarter.

Last week, the company reported net income of \$67 million,



WESTIN HOTELS

'Best in Brand.' The Westin Grand Bohemian (above) in downtown Orlando was rated 'Best in Brand' in the Westin Hotels & Resorts chain in North America. The award was based on an independent survey of guests.

or 17 cents a diluted share, in the three months ended Dec. 31. It earned \$40 million, or 11 cents a share, during the same period in 2002.

Revenue rose to \$139 million in the fourth quarter from \$136 million a year earlier.

Hilton's time-share division, Hilton Grand Vacation Club, was lifted by strong sales at new time shares in Las Vegas and in Orlando, off International Drive between SeaWorld Orlando and

Walt Disney World. The Orlando resort's first 96 units open this spring.

Grand recognition

The Westin Grand Bohemian in downtown Orlando has been judged "Best in Brand" for Westin Hotels & Resorts in North America.

The award is given to the Westin hotel that receives the highest score on a survey by TNS-NEO WorldGroup, an in-

dependent research agency that surveys guests who have recently stayed at one of the 123 hotels in the chain.

Grand Bohemian owner Richard Kessler said "being recognized as the No. 1 Westin hotel in the world in overall guest satisfaction is an honor and a testament" to the hotel's employees.

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