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Congratulations to our 2023 Guest Satisfaction Award Winners!

On behalf of the team at Choice Hotels Canada, it's our absolute pleasure to announce the winners of our **2023 Guest Satisfaction Awards**, which continue to raise the bar for properties right across our system. Without a doubt, it requires an incredible amount of leadership, team work and overall commitment to earn an award like this.



When it comes to service and operational excellence, our Guest Satisfaction Award winners are absolute standouts. Canadian hotels are recognized at two levels:

- **Platinum** | Hotels ranked among the top 3% of properties within each category
- **Gold** | Hotels ranked in the top 4 - 10% of properties within each category

Our Canadian Platinum and Gold winners are determined based on performance against key guest satisfaction metrics, as well as whether properties are in overall good standing (Green Performance Zone status). Full Guest Satisfaction Award **criteria** is available [here](#). To see where your hotel ranks in GIS results alone, you'll find the **2023 Property Ranker** [here](#).

As shared at Fall Conference in Sep, you'll soon be able to track your award status throughout the year with the **Guest Satisfaction Ranker** on ChoiceCentral. It will show exactly where your property stands, as well as how you're progressing towards Guest Satisfaction Award status. More details are coming soon.

We can't wait to further celebrate our winners in person at Convention in a few weeks in Las Vegas, as well as our 2023 Canadian Hotel of the Year, which we'll be announcing in the coming weeks. I hope you'll join us in congratulating our winners on their achievements!



Brian Leon
CEO, Choice Hotels Canada

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