



## **Committed to Industry-Leading Safety and Sanitation Practices, Royal Park Hotel wins AAA Best of Housekeeping Award as hotel prepares to re-open after COVID-19 crisis**

Royal Park Hotel, a luxury boutique hotel located in Downtown Rochester, MI, has received AAA's Best of Housekeeping award, which recognizes properties across the country that significantly surpass AAA's high standards of cleanliness.

Royal Park Hotel is among only 25% of the 27,000 hotels AAA inspects nationwide to earn this distinction. To receive the award, hotels must demonstrate excellent housekeeping on two consecutive inspections and be free of AAA member complaints.

"It all starts with our committed, dedicated team members who are trained to pay attention to the slightest details," said Kevin Bayless, Royal Park Hotel director of housekeeping. "This is especially important in today's challenging times with the Coronavirus / Covid-19 to make sure that our property is spotless. Our guests can trust that our team of dedicated hospitality professionals will provide them with a healthy environment and the highest level of cleanliness."

As the hotel prepares to re-open in the coming weeks, this award is a true testament to Royal Park's longstanding commitment to industry-leading safety and sanitation protocols. Over the past six weeks, the Royal Park Hotel team has worked diligently behind the scenes to ensure they are providing the highest level of safety and sanitation for both guests and employees.

"Every Day Luxury will always be part of our hotel DNA. This award is part of that for us, and more important now than ever," said Sue Keels, Royal Park Hotel General Manager. "Moving forward, an additional luxury that we feel every guest deserves will be 'peace of mind' in our safety and sanitation practices."

While every hotel must meet expected standards of cleanliness and condition to qualify as AAA Inspected & Approved and receive a Diamond Rating, hotels awarded the Inspector's Best Of Housekeeping designation significantly surpass expectations, as measured during a comprehensive, on-site inspection. All areas of the property must reflect this very high standard as AAA inspectors review for evidence of dirt, dust, pests, equipment performance and more.

"AAA has found that cleanliness and physical condition are consistently among the most important components travelers consider when looking for a hotel. This new designation identifies hotels with exceptional practices," said Michael Petrone, director, AAA Inspections & Diamond Ratings. "The vast majority of AAA Inspected & Approved hotels fall in the midscale, Three Diamond range, so those that earn the Inspector's Best Of Housekeeping badge are a step above in a way that matters to today's discerning traveler."

A hotel's housekeeping and maintenance attributes are among the most rigorous components analyzed during the unannounced evaluation conducted annually by AAA's professionally trained inspectors.

Royal Park Hotel's essential team-members, deemed 'RPH Warriors' have spent the past few months working with global partners including Proctor & Gamble, WorldHotels, BWH Hotel group, Assa Abloy Solutions, Clorox and Ruckus to create a completely innovative approach to every aspect of the hotel's safety and sanitation initiatives.

"Our team will be relentless in combining new safety and sanitation protocols with many of the best practices we have been performing for years," said Keels. "The world of hospitality might forever be changed but WE as passionate and caring "hoteliers" will never change. Our team will continue to provide amazing experiences, world-class service and memorable traditions. Our deep rooted relationships with our guests will remain strong even though we may forgo a handshake or hug."