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Satisfied Customers

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Satisfied Customers

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Opening on Valentine’s Day started the year off right for the Courtyard by Marriott at the University of Dayton, a 101-room riverfront hotel co-owned by UD.

Guests of the hotel since it opened Feb. 14, 2007, have been very pleased with their stays, according to a recent guest satisfaction report. The hotel ranks third among 709 Courtyards worldwide with an overall guest satisfaction score of 94.7 out of 100.

The score is the highest among the 42 Marriott hotels managed by Concord Hospitality Enterprises, which manages and co-owns the Courtyard in partnership with UD.

The rating is based on data released by Concord collected between July and December.

“That score is based on the feedback from guests on their overall satisfaction and also the product and the upkeep of the facility,” said hotel general manager Penny Riggs.

Every room in the top-rated property is stocked with a refrigerator, large desktops, ergonomic chairs, wireless Internet access and flat-screen plasma TVs. The lobby is larger than ones in older properties and features a restaurant, lounge areas, a bar and Internet-ready computer workstations.

“You have somewhat of an edge when you are a brand new property with the latest technologies and new décor,” Riggs said.

The hotel owes much of its success to the University of Dayton, its second-largest client, she said.

“One of the nicest things about this relationship is that the University has activities throughout the year, and they hit at times when most hotels are going through a slow period,” Riggs said. "Typical off-season for hotels in the area is November through March, and the University is keeping busy with tournaments."

Graduations, departmental and alumni events and visits from students’ families all help in driving business from the University to the hotel, she said.

The appreciation goes both ways, according to UD Arena Executive Director Timothy O’Connell, who called the relationship with Concord “tremendous.”

“The hotel has exceeded our expectations, and we couldn’t be happier,” he said.

The UD department of athletics led the effort to bring the hotel to the University to complement the nearby multimillion-dollar Arena Sports Complex on Edwin C. Moses Boulevard that includes five venues used by UD sports teams.

O’Connell said plans still exist for a high-end restaurant to occupy the space next to the hotel when the timing and economic climate are right.

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