

PRESS PACKET



SWISSÔTEL HOTELS & RESORTS: GROWTH OF A LEADING BRAND



Today, Swissôtel Hotels & Resorts proudly numbers over 30 hotels in 25 countries, a remarkable feat for a company with a young history. Building on a venture which began three decades ago with a handful of hotels, Swissôtel Hotels & Resorts has grown into one of the world's leading hotel brands with a reputation for renowned Swiss hospitality, contemporary design, personalised service, charm and efficiency.

Swissôtel's roots are in two iconic Swiss companies, with Swissair and Nestlé founding the hotel brand back in 1980. With an ambitious goal to grow, the company made its mark by acquiring Hotel Le Président in Geneva and signing long-term management contracts for Hotel Drake in New York, Bellevue Palace in Berne and Hotel International in Zurich. In 1990, Nestlé stepped away from the hotel business and the hotel company became a fully-owned subsidiary of SAirRelations/SAir Group. In 2001, Swissôtel Hotels & Resorts was sold to Raffles Holdings Limited in Singapore and in 2005, Los Angeles-based Colony Capital LLC, a global private investment group, bought Raffles International, which owned the Swissôtel and Raffles brands. The following year, Colony Capital partnered with Kingdom Hotels International in founding the joint venture now known as FRHI Hotels & Resorts.

Swissôtel Hotels & Resorts now operates as one of the three distinctive brands under FRHI Hotels & Resorts (FRHI), a leading global hotel company that is also the parent company to Fairmont Hotels & Resorts and Raffles Hotels & Resorts. FRHI also manages Fairmont, Raffles and Swissôtel branded luxury private residence clubs, whole-ownership residences and serviced residences properties.

The Swissôtel brand continues to focus on continued international expansion, with a number of new developments underway in emerging markets globally, including projects in China, Turkey, Russia and the Middle East.

About Swissôtel Hotels & Resorts

Conveniently located where travellers want to be, Swissôtel Hotels & Resorts provides guests with the opportunity to stay in the heart of more than 30 top locations worldwide where they can confidently explore the very best each destination has to offer. Synonymous with all there is to love about Switzerland, the hotel brand remains true to its roots, successfully combining genuine Swiss hospitality with intelligent design and local flair. With social responsibility at the forefront and a genuine commitment to positively impact the destinations it calls home, every Swissôtel upholds industry-leading sustainability standards and is committed to treating guests, colleagues, and the environment with equal respect. This all comes together to provide guests with peace of mind and a stress-free experience. Part of FRHI Hotels &

Resorts, a leading global hotel company that also operates the Fairmont and Raffles brands, the Swissôtel portfolio offers business and leisure guests an authentic and local travel experience that is full of energy, passion and vitality. For more information or reservations, please visit [swissotel.com](https://www.swissotel.com).

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SWISSÔTEL HOTELS & RESORTS COMPANY FACTS



Profile

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Swissôtel Circle Loyalty Programme

Swissôtel Hotels & Resorts rewards and recognises frequent, loyal guests through Swissôtel Circle, the brand's exclusive loyalty programme. Members are provided with special privileges and skilled and efficient service from energetic staff, and offerings are tailored to match individual needs and preferences. Benefits include a dedicated check-in desk, personalised room preferences, exclusive welcome amenities, complimentary internet, complimentary access to spa and sport facilities and Advantage awards, which can include room upgrades or complimentary breakfasts. Circle members also have access to exclusive offers and partner promotions. Enrolment is free and guests can join at any Swissôtel location worldwide or online.

Sustainability

At Swissôtel Hotels & Resorts, successful business and sustainable development go hand in hand. With a responsibility to meet the economic, environmental and social needs of the present without compromising the needs of the future, corporate sustainability is at the forefront of all aspects of the business. Swissôtel's focus is on minimising the impact each hotel's impact on the environment by incorporating energy-efficient design solutions and reducing water and energy consumption as well as CO₂ emissions. To bolster local communities, hotels purchase from reputable local suppliers and support respected charitable

organisations, including SOS Children's Village, who the brand is partnered with globally. To ensure accountability, Swissôtel sets clear targets to improve upon sustainable performance and recently released its first report to inform guests and other key stakeholders about long-term sustainability strategies, goals, initiatives and performance. Please refer to the externally validated Sustainability Report which can be downloaded here [swissotel-sustainability.com](https://www.swissotel-sustainability.com).

Pürovel Spa & Sport

The Pürovel philosophy is inspired by the Alpine seasons, which mirror the four stages of natural vitality: renewal (spring), peak activity (summer), recovery (autumn) and hibernation (winter). Product and services offered therefore focus on Alpine-inspired well-being to invigorate and vitalise body and mind. The Pürovel Spa & Sport facilities carry a contemporary design, with emphasis on honest and natural materials that play with all five senses; and are located within select Swissôtel Hotels & Resorts worldwide.

Pürovel Bathroom Amenities

A little bit of Switzerland in all guestrooms. The amenities are made with naturally produced essential oils, 100% grown and distilled in Switzerland by Swiss farmers, and aromatherapy and skincare specialists. The packaging is made using recyclable and bio degradable materials and the scent is inspired by the fresh air, the dense verdant forests and the flower-filled pastures of the Swiss Alps.

Vitality Programme

The Swissôtel programme that helps guests stimulate their physical and mental fitness in their own time and chosen comfort zone. Elements include:

- Guests can maintain their fitness routine while travelling: in addition to fully-equipped fitness centres, guests can also take advantage of jogging maps and activity calendars. Fitness items can also be delivered to the guestroom.
- Vitality dishes, following specific nutritional guidelines, are also offered throughout the day on the breakfast buffet and on the all-day-dining and in-room menus.
- Vitality meeting breaks provide balanced nutrition throughout the day, helping meeting participants remain productive and focused.

Business & Meetings

Offering renowned Swiss hospitality and efficiency, Swissôtel locations worldwide provide business and meeting guests with a seamless travel experience. Located in the heart of key gateway cities globally, with access to top local attractions and transportation hubs, Swissôtels provide the perfect venue and facilities for corporate travel and meetings large and small. For the road warrior, Swiss Business Advantage offers a special room category specifically designed to keep business travellers at the top of their game. Rooms feature a large workspace with ergonomic furnishings, high-speed internet access, in-room espresso machines and in-room printers and office supplies upon request. Guests can also take advantage of the Swiss Executive Club, a private lounge with complimentary breakfast and evening cocktail hour. For larger

groups, the Swiss Meeting Advantage programme offers the dedicated services of a Swiss Meeting specialist and a private concierge on event day to take care of all needs, including any technical or audio-visual requirements, specialised menus, group rates and 24 hour access to the business centre. The Swiss Meeting Executive programme offers upgraded meetings packages and incentive programmes are also available.

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PÜROVEL AT SWISSÔTEL HOTELS & RESORTS

In Romansh, a romance language born in Switzerland, "Pürovel" means "a gently flowing mountain stream", calling to mind wellbeing, particularly that enhanced by the crisp, fresh beauty of the Alps.

Pürovel is an approach to wellness created by Swissôtel and inspired by the Alpine seasons. Its philosophy mirrors the four stages of natural vitality: renewal (spring), peak activity (summer), recovery (fall) and hibernation (winter). Thus, product and services offered by Pürovel focus on Alpine-inspired wellbeing to invigorate and revitalise both body and mind.

Pürovel Bathroom Amenities

Pürovel bathroom amenities bring a little bit of Switzerland to each and every Swissôtel guestroom worldwide. They are created from naturally-produced essential oils that are grown and distilled in Switzerland. Found in Alpine gardens, these herbs and flowers sprout, blossom and are distilled by the same local Swiss farmers who planted them. These natural elements are then handed over to local aromatherapy and skincare specialists to be transformed into essential oils for shampoos, soaps, shower gels, and lotions.

Different invigorating signature scents are created by mixing various essential oils of different Swiss flowers and trees. Hints of Douglas Pine, lavender, sage, lemon balm, lemongrass and rose balm conjure up an Alpine beauty inspired by the fresh air, the dense verdant forests and the flower-filled pastures of the Swiss Alps.

Exclusively made by and for Swissôtel, these products are available [online](#) and at Swissôtel locations globally. Keeping with the brand's commitment to sustainability, all packaging is made from recycled and biodegradable material.

Pürovel Spa & Sport

The Pürovel philosophy also influences Pürovel Spa & Sport facilities, which are located at select Swissôtel Hotels & Resorts worldwide. Equally suited for both business and leisure travellers, each Pürovel facility provides a range of treatment rooms, gym equipment, and water features such as vitality showers, pools, and saunas.

Pürovel Spa & Sport facilities feature a contemporary design, with an emphasis on pure and natural materials that play with all five senses. Each Pürovel Spa & Sport energises its visitor through natural, rustic decor and photographs, gentle music, the Pürovel signature scent, herbal waters and healthy snacks.

Pürovel Spa & Sport is inspired by the four seasons of Alpine Vitality which are the basis of all treatments, rituals, and exercises offered. The seasons include:

- Prepare (emerge) is reflected in spring, the season of blossoming and renewal.

- Perform (peak) is reflected in summer, the season of peak activity on sun-drenched mountain meadows.
- Enjoy (cool down) is reflected in autumn, with cooling breezes aiding recovery.
- Hibernate (rest) is reflected in winter, the season of tranquillity.

These exclusive facilities are currently found in eleven locations worldwide, including the newest Pürovel Spa & Sport at Swissôtel The Bosphorus. New Pürovel facilities are also slated to open at upcoming hotel developments in Sochi, Bodrum, and Chengdu.

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SWISSÔTEL'S SUSTAINABILITY COMMITMENT

At Swissôtel Hotels & Resorts, successful business and sustainable development go hand in hand. With a responsibility to meet the economic, environmental and social needs of the present without compromising the needs of the future, corporate sustainability is at the forefront of all aspects of the business.

Swissôtel's focus is on minimizing each hotel's impact on the environment, while allowing guests to focus on enjoying their travel experience. Instead of being asked to "be green", guests at Swissôtel are asked to be guests, with hotels working hard behind the scenes so visitors can experience 'seamless sustainability'. It's why Swissôtel installs low flow faucets and plumbing, promotes energy efficiency, uses local products and much more.

Sustainability is integrated into the corporate structure, from the top down, including a global committee and personal targets for managers. Each hotel has a sustainability team, consisting of representatives from various departments. Regional sustainability ambassadors coordinate and support the implementation of the sustainability strategy across their region, liaising with corporate and brand teams.

Swissôtel's sustainability programme focuses on the following key areas:

Sustainable Practices and Operations

Given their size, hotels consume large amounts of energy. To minimize a property's environmental footprint, each hotel has incorporated energy-efficient design solutions, and focuses on using resources efficiently, lowering water and energy consumption, and reducing CO₂ emissions.

- To minimize carbon output, Swissôtel does not use CFCs – gases used for cooling – in hotel-level refrigeration processes, including air conditioning. Currently more than 20% of all electricity consumed across the Swissôtel portfolio is renewable or green. On an ongoing basis, the leading hotel brand is also looking at innovative ways to reduce energy consumption and CO₂ emissions. For example, Swissôtel Zürich has replaced its oil-generated heating with district heating from a local waste gas facility.
- Significant reductions in water consumption have been achieved through water saving programmes in place at hotels, such as offering guests a choice of laundry cleaning frequency and other hotel efficiency projects. Other water saving methods include reducing the flow rates of taps and showers and improving the water recycling schedules of spas and swimming pools.
- Electricity consumption is lowered by installing new equipment such as meters and motion sensors for lights.
- A company-wide waste efficiency and monitoring process was launched in 2012, to help hotels better manage and monitor the various waste streams and types they produce, while aiming to improve waste minimisation and handling. Currently, many hotels have high-level waste

management programmes already in place and initiatives range from food waste recycling machines and partnering with local firms to converting waste oil to bio-diesel and installing waste recycling stations on property.

- Consulting support is offered to owners and architects for both new construction and renovation projects, with the goal of maximizing energy efficiency and team member productivity, and encouraging the use of sustainable materials. Functional design and smart technology is used to simplify and improve the guest experience.

Biodiversity

Swissôtel locations take whatever measures are necessary to protect the local flora and fauna that make up the biodiversity of each global destination. For example, Swissôtel Sydney and Swissôtel Bremen support urban beekeeping by keeping beehives on their properties. The bees produce honey which is used by the hotels in their daily food and beverage operations as well as cocktails, corporate gifts and welcome amenities.

Support of Local Communities

Hotels purchase from reputable local suppliers who meet specified standards and share the brand's commitment to sustainable, ethical practices.

Giving back is also an important part of Swissôtel's approach to corporate responsibility, and each hotel is encouraged to support respected local charitable organisations, including SOS Children's Village, an international social development group that supports children's rights. The brand has partnered with SOS globally since 1999.

Examples of community support are also highlighted during local activities such as blood drives for the Red Cross, donations of clothes, food and personal items to local charitable groups, community clean up days, tree planting events and more.

Sustainability Report and Accountability

To ensure accountability, Swissôtel sets clear targets to enhance and improve its sustainable performance. The brand's sustainability report informs guests and other key stakeholders about long-term sustainability strategies, goals, initiatives and performance.

The external reporting of Swissôtel's sustainability performance follows the standards of the Global Reporting Initiative (GRI), one of the most prevalent standards for economic, social and environmental reporting.

A corporate statement and strategy for sustainability has been established and a company-wide integrated management system has been implemented. SERAM, a web-based sustainability tool for tracking performance, which follows international standards and is certified by SQS, is used by all hotels. Swissôtel regularly collects data on 130 performance indicators including energy consumption, CO2 emissions, waste, water consumption, and compliance issues. This information is used to assess

impacts upon society and the environment, to set targets and to reduce negative impact wherever practically possible.

Swissôtel considers the guidance of the ISO 26000 standard when developing and implementing social policy, strategy and procedures. The company has been awarded a variety of international standards, including ISO 9001 (Quality Management), ISO 14001 (Environmental Management), OHSaS 18001 (Health and Safety) and ISO 22000 (Food Safety).

The externally validated Sustainability Report can be downloaded at [swissotel-sustainability.com](https://www.swissotel-sustainability.com).

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VITALITY AT SWISSÔTEL

Vitality is more than just a programme: it's a philosophy focused on general well-being and enjoying a high quality of life. Swissôtel's *Vitality* programme, launched in March 2012, is inspired by travellers' desires to maintain their mental and physical wellbeing as comfortably and easily on the road as they would at home. From meetings to menus, *Vitality* aims to enhance the natural energy and healthy lifestyles of Swissôtel guests and is apparent in each and every detail of the Swissôtel experience.

Vitality in Movement

Fitness options at Swissôtel locations are numerous and are designed to meet the needs of many different lifestyles. Part of the Swissôtel commitment is to provide guests with the highest standards of accommodation by allowing individuals to continue their fitness routine in their hotel room exactly as they would at home. Guests can customise and build their own fitness regime by ordering gym equipment directly to their guestroom. Provided with expert advice and instructions, guests can use a Swiss ball, Aero Step, yoga mats, Thera-Bands, or Pilates rings to aid balance & coordination, increase flexibility, and strengthen muscles.

Guests who enjoy visiting a fitness centre can continue to do so, as Swissôtel fitness centres are equipped with the latest treadmills, ellipticals, rowing machines and more. Equally, anyone who prefers outdoor training can experience their destination with special jogging maps showing planned routes for different skill levels. Digital maps are also available on Google Maps, so that guests can follow the jogging route with their personal handheld device. The weekly activity programme offered by every Swissôtel also includes guided walks or jogging tours.

More recently, Swissôtel launched a series of Vitality Guides that bring guests on a walking tour of the attractions located close to the hotel. Maps are interactive and available in cities where Swissôtels are located. They can also be printed for use without a personal handheld device. Short descriptions of the attractions are included with the map along with the estimated time it will take to walk to the location.

Finally, for a more social experience, all Swissôtel properties offer organised and locally-influenced activities to help keep the travel experience lively and energetic. Guests can learn how to make a smoothie, play Scrabble with the locals, take a yoga class, or go jogging with the general manager.

Vitality in Cuisine

Swissôtel understands that many guests are committed to healthy living or need to take dietary allergies into account. All hotels offer healthy food options to meet guests' wide array of lifestyle choices. At breakfast, lunch, and dinner, as well as on the room service menu, there are large selections of healthy and light dishes supplemented by fresh fruit, low-fat products and organically-grown coffee. *Vitality* dishes follow specific nutritional breakdowns and give guests the option to dine on healthy and balanced foods and beverages throughout the day-with a few treats thrown in.

Since Swissôtel wants travellers to eat, drink, and be as comfortable on the road as they are at home, guests are offered a combination of local and traditional cuisine that appeals to travellers aching for comfort food or a taste of the exotic.

Vitality in Meetings

Taking a business trip can often mean long days full of travel and meetings. The Swissôtel experience for the meeting delegate is based on the belief that a healthy mind needs a healthy body. *Vitality* meeting breaks stimulate participants with light, fresh food and drink options. The breaks are tailored to a specific time of day, enhancing mental capabilities, motivating participants, magnifying memory and defusing stress.

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SWISSÔTEL HOTELS & RESORTS EXPANDS IN EMERGING MARKETS

- Exciting new developments underway around the world -

Swissôtel Hotels & Resorts, the leading global hotel brand renowned for its Swiss inspired hospitality, is extending its international reach with plans to open a number of new developments in the coming years. Projects are slated for China, India, Russia and Turkey as well as other exciting destinations in the Middle East, Europe and Asia. Upcoming Swissôtel properties include:

2016 & Beyond

Swissôtel Changsha in Hunan Province, south-central China, will be part of a mixed-use development featuring office space, 311 guestrooms and suites, five restaurants and bars, over 3,000 square metres (32,292 square feet) of meeting and banquet space and recreational facilities including a Pürovel Spa & Sport. The hotel is located in the Yuelu District of Changsha, close to government offices and transportation hubs. Changsha is an important economic centre that is also known as "the entertainment capital of China." It is also well-known for its natural environment.

Swissôtel Chengdu in Sichuan province, western China, will offer 375 elegantly appointed guestrooms, four contemporary restaurants and bars, and 10 conference rooms covering some 1,500 square metres (16,145 square feet). A Pürovel Spa & Sport, extending over 2,200 square metres (23,681 square feet), invites guests to revitalize and find their energy. Its location will be Tianfu New Town, an urban development project which will focus primarily on the finance and technology sectors and international business. The area around the hotel will be surrounded by waterways and elegant shops, restaurants, parks, residential accommodation and a high-tech park.

Expanding on the brand's private residence offerings, **Swissôtel Living Hangzhou** will feature 374 serviced apartments ideally situated in one of China's top urban centres. Complementing the residential complex, apartment owners will also enjoy the services and amenities of Swissôtel Hangzhou, 400-room hotel which is also being developed and is expected to open a few years later.

Sanya, China's only tropical resort destination located in the southernmost part of Hainan Island, will soon welcome **Swissôtel Sanya**. The hotel will be part of a large scale, mixed-use development at the Sanya Dragon Valley Hot Spring & Golf Resort, which includes one of the most exclusive 18-hole golf courses in the region, as well as lavish boutiques, restaurants and entertainment facilities. The resort will offer 330 guestrooms and suites, four restaurants and bars, over 2,800 square metres (30,138 square feet) of meeting and banquet space, Pürovel Spa & Sport facilities as well as the largest outdoor pool in Sanya.

Swissôtel Resort Bodrum Hill in Turkey will complement the brand's established beach resort offering in this famed city, and will provide guests with fascinating panoramic views, as well as 120 elegant guestrooms and suites, 45 private residences, three restaurants and a Pürovel Spa & Sport facility.

Overlooking the beautiful Crystal Lagoon on the southern coastal strip of the Red Sea, **Swissôtel Citystars Sharm el Sheikh** will mark the first Swissôtel in Egypt. Part of a mixed use development that will feature extensive retail offerings and sister hotels Fairmont and Raffles, the property will include 400 guestrooms and suites alongside 400 residences.

The 170-room **Swissôtel Bali** will enjoy an enviable location on the island, providing guests with scenic views of the Indian Ocean. Travelers will be greeted with stunning guestrooms featuring spacious outdoor balconies and the latest modern technology, a private beach club, four distinct dining outlets, a Pürovel Spa & Sport, and 400 square metres (4,300 square feet) of indoor meeting space and outdoor function areas.

Swissôtel will expand its presence in Ecuador with **Swissôtel Guayaquil**, a new 300-room hotel currently under development in the largest and most populous city in the country: Guayaquil. Expected to open in 2017, the hotel complex will feature 180 high-end residences, a parking facility with 650 spaces and ground floor retail space for seven outlets. Set on the western bank of the Guayas River, the hotel will also offer guests enjoyable river views. Guayaquil is home to Ecuador's largest seaport and is also a popular launching point for tours to the Galapagos Islands.

Located in the Kingdom of Saudi Arabia and situated on the bustling Palestine Road, **Swissôtel Jeddah** will house 350 guestrooms, executive rooms and suites, a unique variety of innovative and trendy dining options, 2,500 square metres (26,900 square feet) of meeting and conference space, and a 1,200 square metre (12,900 square foot) Pürovel Spa & Sport centre featuring indoor and outdoor pools.

The five-star **Swissôtel Dubai** will be located just minutes from the Dubai International Airport. The property will feature 260 guestrooms and suites, ultra-contemporary meeting and conference space and a Pürovel Spa & Sport. The hotel will anchor the Al Jaddaf mixed use development envisioned by Aabar Properties to also include two other hotels, serviced apartments, residential and retail facilities.

Expected to be one of the most exquisite hotels in Bulgaria's capital, **Swissôtel Sofia** will feature 200 rooms as well as 81 serviced residences. Part of Grand Kanyon Sofia, a stunning mixed-use development that is generating significant interest as an important new hub for business and leisure travelers, the hotel will offer guests three stylish dining outlets, state-of-the-art meeting space including a ballroom, a contemporary Executive Lounge and a Pürovel Spa & Sport facility. A key highlight of the residential component will be a two-floor penthouse at the top level of the tower that will offer incredible views of the city.

Swissôtel Dhaka will be the brand's first hotel in Bangladesh, located in the new business district of Gulshan. It will feature 289 guestrooms and suites, six restaurants and bars, 1,165 square metres (12,540 square feet) of event space, including a 500 square metre (5,382 square foot) ballroom, as well as a Pürovel Spa & Sport with a swimming pool and other recreational amenities. The future hotel is easily accessible for business travellers, close to the airport and across from the new financial leisure district of Motijheel which is a fresh water lake recently converted into a leisure and recreation area. Numerous multinational companies, office complexes, embassies and high-end residences are located near the Swissôtel Dhaka in the adjacent Gulshan business district.

Swissôtel Hangzhou, a new 400-room hotel in China's Zhejiang provincial capital will feature a favourable river view location in the IOC project in Qianjiang Century CBD, adjacent to the Hangzhou Olympic Centre and Exhibition Centre. Qianjiang Century City is fast becoming the financial and business centre of Hangzhou and the IOC project includes large scale meeting and convention facilities, hotels, high-end residences, offices, and commercial and retail premises.

Growing Swissôtel's footprint in one of Europe's leading travel markets, **Swissôtel KozaPark Istanbul**, will feature 160 guestrooms, an array of inviting food and beverage options, as well as access to generous meeting space, including a spacious ballroom. The project will also introduce the first branded Swissôtel Residences in Istanbul, offering 450 contemporary one-, two- and three-bedroom luxury residences, all benefiting from Swissôtel's genuine and reliable service. The hotel will be part of KozaPark, a new residential and retail destination at the north end of the Esenyurt district.

Swissôtel Katameyah, will be the brand's second property in Egypt. The Swissôtel property will include 250 guestrooms and suites and 50 luxury residential apartments under the Swissôtel Living concept. The hotel will also boast 38 Swiss Executive Club rooms and 1,700 square meters (18,000 square feet) of meeting space. Aptly referred to as the 'New Cairo', with an oasis of greenery in the midst of the desert covering an area of 250,000 square meters, Katameyah is a prominent and up-and-coming residential, commercial and lifestyle development.

Swissôtel Jinan, located in the capital of Shandong Province in eastern China, will feature 248 guestrooms, five distinctive dining outlets and approximately 2,900 square meters (31,000 square feet) of event and banquet space. The hotel, which will be part of a larger mixed-use development featuring residential, retail and office buildings, will also provide business and leisure travelers with access to a Pürovel Spa & Sport. Jinan, often referred to as the 'City of Springs' for its well-known 72 artesian springs, is a major national administrative, economic, and transportation hub for eastern China. The city bridges two of China's great economic axes, the Yangtze River Delta and the Bohai Economic Rim, and is in close proximity to Tianjin and Qingdao ports. The hotel is slated to open in 2020.

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SWISSÔTEL HOTELS & RESORTS AWARDS AND ACCCOLADES 2012 to 2015

Property Awards

Condé Nast Traveler – Readers' Choice Awards - 2015

Swissôtel Chicago was recognized as one of the Top 15 Hotels in Chicago. Condé Nast Traveler readers ranked the hotel above both Renaissance Chicago Downtown Hotel and Four Seasons Hotel Chicago.

TripAdvisor Certificate of Excellence – 2015

Twenty-five Swissôtel properties received the 2015 Certificate of Excellence award, celebrating properties that consistently earn high ratings and excellent travel reviews on TripAdvisor. Nineteen properties, including Swissôtel The Stamford, Swissôtel Tallinn and Swissôtel The Bosphorus, Istanbul, were also recognised as Hall of Fame winners after receiving the Certificate of Excellence award for five consecutive years.

TripAdvisor Travelers' Choice Awards – 2015

Eight Swissôtel properties have been named winners of the 2015 TripAdvisor Travelers' Choice Awards, a prestigious ranking of the world's top properties based on millions of travel reviews. Among those honoured was Swissôtel Tallinn, which ranked third in the Best Service category. Additionally, Swissôtel Quito and Swissôtel Dresden ranked among the top 10 hotels in the Luxury and Best Service categories respectively.

TripAdvisor Travelers' Choice Awards – 2014

Swissôtel Krasnye Holmy was recognised as both the Top Hotel and Top Luxury Hotel in Russia. Swissôtel Dresden was also recognised as both the Top Hotel in Germany and Top Luxury Hotel in Germany. The hotel was also ranked as the second most Romantic Hotel in Germany.

World Luxury Hotel Awards – 2013

Swissôtel Grand Shanghai was honoured as China's Luxury Business Hotel, Swissôtel The Stamford, Singapore was praised as Singapore's Luxury Business Hotel and Swissôtel The Bosphorus, Istanbul was named Europe's Best Luxury Hotel. Swissôtel Nankai Osaka was deemed Japan's Luxury City Hotel, Swissôtel Tallinn - Estonia's Luxury City Hotel and Swissôtel Lima – Peru's Luxury Hotel.

Condé Nast Traveler – Readers' Choice List - 2013

Four hotels were recognised among the world's best, including Swissôtel Tallinn, Swissôtel Berlin, Swissôtel Chicago and Swissôtel The Bosphorus, Istanbul.

Hospitality Asia Platinum Awards – 2013

Swissôtel The Stamford, Singapore received praise in numerous categories as “Best in Asia” for Service Excellence, Hotel of the Year, Signature Business Hotel, Most Exquisite Dining Experience–Western Cuisine (Jaan) and Best Housekeeping.

World Travel Awards – 2012 and 2013

Swissôtel properties are consistently noted as best in class. Swissôtel Grand Shanghai was named China's Leading Business Hotel (2012 and 2013) and Swissôtel The Stamford, Singapore was honoured as Asia's Leading Luxury City Hotel and Singapore's Leading Business Hotel (2012 and 2013). Other properties to be singled out by this group include Swissôtel Amsterdam, Swissôtel Tallinn, Swissôtel Lima, Swissôtel Nankai Osaka, Swissôtel Nai Lert Park, Bangkok, Swissôtel Zurich, Swissôtel Krasnye Holmy, Moscow, and Swissôtel The Bosphorus, Istanbul.

Condé Nast Traveler – Gold List - 2012

This prestigious list recognised several Swissôtel properties, including Swissôtel Ankara, Swissôtel Tallinn and Swissôtel Grand Efes, Izmir.

Travel + Leisure China - 2012

Swissôtel Beijing and Swissôtel Kunshan were recognised in the Best Business Hotel category, and Swissôtel Nankai Osaka was chosen as the Top Overseas Hotel in this influential listing.

World Luxury Hotel Awards – 2012

Swissôtel Krasnye Holmy, Moscow was honoured as Russia's Luxury Hotel & Conference Centre, Swissôtel The Stamford, Singapore was praised as Singapore's Luxury City Hotel and Swissôtel The Bosphorus, Istanbul was named Turkey's Luxury Hotel. Swissôtel Bremen was deemed Europe's Luxury City Hotel.

TripAdvisor Travelers' Choice Awards – 2012

The Certificate of Excellence awards businesses that consistently earn top ratings from TripAdvisor travellers. Swissôtel recipients included Swissôtel Kunshan and Swissôtel Foshan. The Travelers' Choice Awards placed Swissôtel Lima at #18 amongst the top 25 luxury hotels in South America.

Corporate/Brand

World Travel Awards - 2012 and 2013

Asia's Leading Luxury Business Hotel Brand

Travel + Leisure China - 2012

Best Hotel Group

Business Awards

Cvent – Top 100 Meetings Hotels (US) – 2014

Swissôtel Chicago was noted as one of the top 100 US hotels for meetings. Honoured hotels were selected by the Cvent Supplier Network, an online marketplace connecting corporate meeting and event planners with venues around the world.

Verband Deutsches Reisemanagement (VDR), German Business Travel Association – 2012 and 2013
Swissôtel Bremen was recognised as a Certified Conference Hotel, Certified Business Hotel and Certified Green Hotel in 2012, and Swissôtel Düsseldorf/Neuss as a Certified Conference and Business Hotel in 2013.

Successful Meetings - Pinnacle Award 2012

This leading meetings industry magazine recognised Swissôtel Chicago.

Asia Hotel Golden - Olive Award 2012

Swissôtel Kunshan was noted as one of the 10 most outstanding regional business hotels.

Dining/Food & Beverage Awards

Asia's 50 Best Restaurants List - 2014

Swissôtel The Stamford's Jaan restaurant was honoured with the 17th spot on Asia's 50 Best Restaurants List, published by William Reed Business Media. This highly prestigious list is an annual ranking that is based on the opinions and experiences of over 900 international restaurant industry experts.

Singapore Tatler, Singapore's Best Restaurants - 2012

Swissôtel Merchant Court, Singapore's Blue Potato and Ellenborough Market Café were honoured.

Swiss National Championship of Cocktails - 2012

Bruno Seguin, Head barmen at Swissôtel Métropole, Geneva was recognised in the technical category.

World Gourmet Series Awards of Excellence - 2012

Julien Royer, Chef de Cuisine Jaan Restaurant Swissôtel The Stamford, Singapore was chosen as Meat and Livestock Australia Rising Chef of the Year.

Corporate Social Responsibility

American Chamber of Commerce Estonia, Melissa Wells Corporate Citizenship Award -2012

Swissôtel Tallinn was recognised for Ethical Leadership and Corporate Responsibility.

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