



Coast Hotels Recognizes Excellence at Annual Conference

Campus Tower Suite Hotel, a non-branded, managed property wins Hotel of the Year for the first time

FOR IMMEDIATE RELEASE

Vancouver, B.C. – January 31, 2020 – On January 13-16, 2020, Coast Hotels leaders gathered at the Coast Canmore Hotel & Conference Centre for its annual brand conference. Over 2.5 days attendees gained insights through educational sessions, socialized and forged relationships, gave back to the community with a sandwich-making session benefiting the Mustard Seed, and celebrated achievements of its ambassadors and properties.

2020 proved a momentous year because for the first time in Coast Hotels' history, a managed, non-branded property won the prestigious Hotel of the Year award. Campus Tower Suite Hotel has been in the Coast Hotels portfolio since 2007, and under the leadership of General Manager, Steve White, has shown excellent results. "This award is something that the entire team at Campus Tower Suite Hotel earned together. We are all so proud of this great achievement and are humbled by the recognition" said White. Campus Tower Suites also won awards in the categories of Guest Service Delivery and Revenue Generation Index.

Other award recipients include:

General Manager of the Year – Freyda Stephens, Coast Wenatchee Center Hotel, *Wenatchee, WA*

Leader of the Year – Robyn Warrener, Coast Sundance Lodge, *Sun Peaks, BC*

Ambassador of the Year – Tuan Tran, Coast Edmonton Plaza Hotel by APA, *Edmonton, AB*

Highest Net Promoter Score – Coast Anabelle Hotel, *Burbank, CA*

Best Hotel Guest Service Delivery – Campus Tower Suite Hotel, *Edmonton, AB*

Highest Revenue Generation Index – Campus Tower Suite Hotel, *Edmonton, AB*

Highest Average Daily Rate Index – Coast Hillcrest Hotel, *Revelstoke, BC*

Highest Occupancy Index – Coast Osoyoos Beach Hotel, *Osoyoos, BC*

Best Hotel in Hotel Cleanliness – Coast Anabelle Hotel, *Burbank, CA*

Best Hotel in Product Delivery – Coast Anabelle Hotel, *Burbank, CA*

Best Hotel in Ambassador Attitude – Coast Annabelle Hotel, *Burbank, CA*

Coast Hotels also introduced awards for most improvement at the 2020 brand conference. The most improved properties are:

Most Improved Net Promoter Score – Coast West Edmonton Hotel & Conference Centre, *Edmonton, AB*

Most Improved Guest Service Delivery – Campus Tower Suite Hotel, *Edmonton, AB*

Most Improved Revenue Generation Index - Coast Langley City Hotel & Convention Centre, *Langley, BC*

Most Improved Average Daily Rate Index - Coast Langley City Hotel & Convention Centre, *Langley, BC*

Most Improved Occupancy Index - Coast West Edmonton Hotel & Conference Centre, *Edmonton, AB*

Most Improved Hotel Cleanliness - Coast Langley City Hotel & Convention Centre, *Langley, BC*

Most Improved Produce Delivery - Coast Osoyoos Beach Hotel, *Osoyoos, BC*

Most Improved Ambassador Attitude - Coast West Edmonton Hotel & Conference Centre, *Edmonton, AB*

Coast Hotels congratulates all of the award winners for the excellence and improvement they have shown. We also want to recognize the team at the Coast Canmore Hotel & Conference Centre for the extraordinary hospitality they provided. The Coast Hotels brand conference is held annually. The location of the 2021 conference has not yet been announced.

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About Coast Hotels

Each Coast Hotel property is as unique as the cities they're located in, yet they all have something in common: friendly service and a host of amenities. Coast Hotels offers properties throughout British Columbia, Alberta, Saskatchewan, the Yukon, Alaska, California, Hawaii, Oregon and Washington in cities large and small. As one of North America's fastest growing hotel brands, Coast Hotels owes its continued expansion to its friendly service, prime locations, value and guest satisfaction. Coast Hotels owns hotels, franchises hotels under the Coast brand and manages hotels on both a Coast Hotels branded and independent basis. Visit coasthotels.com or call 1.800.663.1144.

About APA Group

Headquartered in Japan, APA Group (Always Pleasant Amenities) acquired Coast Hotels in 2016. In addition to Coast Hotels, APA operates more than 400 properties in Japan and a stand-alone property in the United States. APA is known for their urban-style hotel concept which is also earth friendly. Their down-sized guest rooms have allowed for reduction of carbon emissions by one-third.

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