



For Immediate Release:

Pittsburgh Marriott North Brings Home Top Honor for Pittsburgh Hospitality Industry
Guests vote Pittsburgh Marriott North as best Marriott hotel in all of North America

Pittsburgh, PA (Feb. 29, 2008) — The greater Pittsburgh area is known for its warm, friendly atmosphere, beckoning to national and international business and leisurely travelers. Now guests are applauding the Pittsburgh Marriott North as the best Marriott Hotel in North America and Canada, adding yet another nod to the hospitality industry's stellar reputation.

The full-service, luxury hotel climbed above 345 full-service Marriott Hotels and Resorts and clinched the No. 1 spot in overall guest satisfaction in all of North America, according to a recent survey by Marriott International. The company's Guest Satisfaction Survey Program (GSS) ranked the Pittsburgh Marriott North as No.1 in several individual categories and as No. 1 overall for 2007 with a 92.7 percent rating.

Marriott International's GSS program is used to identify and measure key factors of guest satisfaction and loyalty. The survey is administered through an online system where randomly selected guests are asked questions about overall satisfaction, intent to return, likelihood to recommend, comparison to the competition, hotel amenities, arrival and departure experience and other topics. Scores are calculated as a percentage using the number of excellent scores divided by the total number of guests answering the question. The Pittsburgh Marriott North received a total of 1,024 guest surveys throughout 2007.

"The foundation of Marriott International is to take care of associates and customers," said Bob Jones, regional vice president — franchise operations, Marriott International. "For 2007, the Pittsburgh Marriott North was recognized as providing the best guest satisfaction of any Marriott Hotel in North America and Canada. This team has always had a passionate commitment to provide the best possible service to their guests and to the community. It's great to see them reach No. 1."

This year, Pittsburgh Marriott North grabbed the No. 1 ranking in the following four important fields in addition to the Overall Satisfaction Award: Arrival Experience, Maintenance & Upkeep of the Hotel, In Room Dining Service and the Hotel Enabled Me to Relax and Enjoy My Stay. The hotel also ranked as second-lowest in guest problem frequency.

"Our success in customer service and overall satisfaction is directly related to Marriott's philosophy of 'If you take care of your associates, your associates will take care of your guests and your guests will reward you with their loyalty,'" said Pittsburgh Marriott North General Manager Ronald A. Antonucci. "We are fortunate to have a high-quality work force located in the Greater Pittsburgh and Butler County area to draw from."

The Pittsburgh Marriott North is also a proud winner of several other awards from past years. Staff at the hotel have consistently put Pittsburgh Marriott North on the Pittsburgh Business Times' "Best Places to Work" list. The hotel has topped the list in the medium-size category for the last three years in a row. In addition, the hotel was named Marriott's 2005 Hotel of the Year.

About Pittsburgh Marriott North

The Pittsburgh Marriott North at Cranberry Woods is owned and operated by a partnership of Winegardner & Hammons Inc. and the Eagle Realty Group, both based in Cincinnati, Ohio. The award-winning, full-service luxury hotel opened July 11, 2003 and is located about 20 minutes from Downtown Pittsburgh in Butler County on Route 228 just off the Interstate 79 Cranberry exit. Pittsburgh Marriott North boasts a variety of amenities designed to cater to every guest's needs, including free parking, high-speed Internet access, cable TV, Revive® Bedding, an on-site fitness center and indoor lap pool and 24-hour complimentary business center. The Pittsburgh Marriott North is also home to the renowned RiverCity Grille and offers 14,000 square feet of event space, custom catering and Marriott Certified Wedding Planners. For more information, contact the hotel at (724) 779-4214 or visit www.pittsburghmarriottnorth.com.

About Eagle Realty Group and Winegardner & Hammons Inc.

Eagle Realty Group is a full-service realty company that manages all types of real estate across the United States valued in excess of \$2.3 billion. Winegardner & Hammons Inc. is a full-service hotel management company with a reputation for progressive and successful management. The company manages more than 30 hotels, which consist of major franchises like Marriott, Hilton and InterContinental in 14 states across the country.

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