





Press Release

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Glen Cove Mansion Hotel and Conference Center Enters 2011

With Nearly Perfect Customer Service Scores In Third-party Survey

Glen Cove, New York, January 31, 2011 ... [Glen Cove Mansion Hotel and Conference Center](#) began 2011 with nearly perfect customer service scores, as measured by UniFocus, a global pioneer in the hospitality industry for performance, workforce management and feedback analysis solutions. The historic 55-acre property, once part of a collection of gracious estates on Long Island's North Shore and later one of the nation's first dedicated conference center hotels, scored in the highest percentiles in every category measured. These included facilities, staff, and audiovisual accommodations, as well as banquet/F&B, price-value ratios, and intent to return and/or recommend the award-winning property to others.

In the UniFocus MEETINGScope survey, Glen Cove Mansion, located just 30 minutes east of New York City, earned an accumulated Guest Satisfaction Level of 97 percent year-end 2010. This was up a point from the previous year's already outstanding results.

"We are so grateful to our planners and end-user customers for their patronage and, importantly, their feedback, which helps us be the best meeting and events facility in our market," said Ata Kashanian, vice president and managing director of Glen Cove Mansion. "I'm particularly proud of our team of service professionals that is second to none in dedication and excellence."

Glen Cove Mansion Hotel and Conference Center, which reflected recently on its [40 Years of Leadership in the Meetings](#) Industry, is the recipient of numerous prestigious awards of service excellence past and present, including the Pinnacle Award from the leading meetings magazine, *Successful Meetings*; the Planners Choice Award by *Meetings East* magazine; and the Award of Excellence by *Corporate Meetings & Incentives*.

For more information on Glen Cove Mansion Hotel and Conference Center's meetings, lodging and dining opportunities, call 516-671-6400 / 877-782-9426, or visit www.glencovemansion.com. For specific information on Glen Cove Mansion's meeting and conference services, call 888-MTGS-GCM (888-684-7426) or visit www.GlenCoveMeetings.com.

To access “What We’ve Learned from 40 Years of Meetings,” visit

http://www.glencovemansion.com/files/pdf/Press_Releases/40_years_of_meetings.pdf

For photos of Glen Cove Mansion Hotel and Conference Center, please reference:

http://www.glencovemansion.com/media_center/media_center.asp

About UniFocus

UniFocus is a global pioneer in the hospitality industry for advanced technology solutions—utilized today in more than 82 countries. Our technologies include industry-leading labor management systems, integrated with time & attendance; budgeting and performance intelligence. Coupled with guest, employee and meeting planner feedback, and multi-dimensional mystery evaluations, UniFocus’ unmatched consulting and training expertise ensures clients get measurable returns for the systems we deliver—and customize to their needs.

UniFocus is a member of the American Resort Development Association (ARDA), a member of the Association of Collegiate Conference and Events Directors-International (ACCED-I), a Microsoft® Certified Partner, an affinity partner of the International Association of Conference Centers, and an allied member of the American Hotel & Lodging Association. For more information, visit www.unifocus.com or call 972-512-5100.

About Glen Cove Mansion

The award-winning [Glen Cove Mansion Hotel and Conference Center](#) is situated on 55 secluded and landscaped acres on Long Island's historic Gold Coast, 30 minutes from New York City by car and rail (Long Island Railroad, Oyster Bay line, Glen Cove Station), and close to JFK International and LaGuardia Airports.

The spacious Georgian-style mansion features stunning vistas of Long Island Sound and was once part of a prestigious collection of gracious country estates, later becoming one of the nation's first dedicated conference center hotels. Today the elegant property features 187 richly appointed guestrooms, including four suites, the Garden Room Restaurant with magnificent views of the terraces, a large and comfortable Pub 1910, private dining rooms ideal for social and corporate occasions, as well as vast outdoor reception areas overlooking the mansion's Gilded Age gardens.

Glen Cove Mansion offers 29,000 square feet of event and meeting space, with 27 dedicated conference rooms accommodating from 10 to 280 guests, advanced meeting technology, an executive business center and conference concierge services. Wireless Internet access is available throughout. Also provided are complete fitness and recreational facilities, including a sauna, steam and massage rooms, indoor swimming pool and whirlpool, garden swimming pool, racquetball courts, lighted tennis courts, jogging trail and a sports field. Golf is available nearby.

Ideal for executive retreats, corporate meetings and social gatherings, the Glen Cove Mansion is masterfully designed to integrate gracious accommodations, superb cuisine and attentive service with contemporary comforts and the latest technology. For more information on the Glen Cove Mansion Hotel, visit www.glencovemansion.com.

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