



## *Press Release*

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### **Glen Cove Mansion Hotel & Conference Center Marks Centennial, and 40 Years in Meetings Business, with Perfect Customer Service Scores**

#### *Planners & Guests Respond In Third-party Survey*

**Glen Cove, New York**, July 2010 ... Glen Cove Mansion Hotel and Conference Center opened in 1910 as the country estate of Standard Oil executive and philanthropist, John Teele Pratt and his wife, Ruth Baker Pratt, New York's first Republican congresswoman to the US Congress. Considered at the time as one of the finest country houses in America, today the Mansion still receives the highest marks of excellence from its most important audience ~ its customers.

Glen Cove Mansion commissioned the respected third-party research company, Unifocus, to measure the hotel and conference center's customer image by surveying meeting planners and conference guests following their stay, using an online measurement tool. The Mansion not only consistently scored at the highest level for conference guests' experience, it achieved a 100 percent overall positive experience and satisfaction ratio during the recent period.

"We are extremely grateful to our customers for this remarkable endorsement of our service product," said Ata Kashanian, vice president and managing director of Glen Cove Mansion. "Our team is one of the most dedicated I've ever had the privilege to work with during my career. They remain true to the legacy of superb hospitality that our Mansion has delivered since the Pratt family entertained their noted business associates in the early 20<sup>th</sup> Century."

Glen Cove Mansion Hotel and Conference Center is celebrating its centennial year as the present and past recipient of numerous respected awards of service excellence, including the Pinnacle Award by the leading national meetings magazine, *Successful Meetings*; the Planners Choice Award by the eastern region's *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](http://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](http://www.GlenCoveMeetings.com).**

*For photos of Glen Cove Mansion Hotel and Conference Center, please reference:  
[http://www.glencovemansion.com/photo\\_gallery/PhotoGallery.asp](http://www.glencovemansion.com/photo_gallery/PhotoGallery.asp)*

*For more information on Glen Cove Mansion's Centennial Celebration, visit:  
[http://www.glencovemansion.com/files/pdf/Press\\_Releases/AnnounceCentennialCelebration.pdf](http://www.glencovemansion.com/files/pdf/Press_Releases/AnnounceCentennialCelebration.pdf)*

#### **About Unifocus**

UniFocus is a global pioneer in the hospitality industry for performance, workforce management and closed-loop feedback solutions. To learn more about Unifocus and the company's measurement products, visit [www.unifocus.com](http://www.unifocus.com).

#### **About Glen Cove Mansion**

The award-winning Glen Cove Mansion Hotel 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. The property 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 gathering, 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](http://www.glencovemansion.com).

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