

Marriott News

Accolades Continue for JW Marriott Hotels & Resorts

Known for Personal Service, International Luxury Brand to Hit 50 Hotels by 2010

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March was a very good month for JW Marriott Hotels & Resorts, the luxury brand of Marriott International (NYSE:MAR). In Business Week's annual customer service survey, JW Marriott Hotels made the magazine's list of top 25 companies for customer service, receiving an A+ for process and an A+ for people.

Also in March, and for the second year in a row, travel buyers in the 2008 Business Travel News U.S. Hotel Chain Survey voted JW Marriott Hotels & Resorts the top upscale brand, giving it the highest satisfaction ratings in eight of 13 categories, including physical appearance and business amenities. With fewer locations than other upscale or luxury brands, JW Marriott Hotels & Resorts, "...consistently has gained favor with buyers during the past three years, with buyer satisfaction ratings for the brand constantly rising in the survey," said BTN. There are currently 36 JW Marriott hotels, with 24 operating outside the continental U.S.

In the J.D. Power and Associates' 2007 North American Hotel Guest Satisfaction Study, JW Marriott Hotels & Resorts edged out Four Seasons hotels to become the second-highest rated lodging brand in the luxury tier, right behind first-place Ritz-Carlton.

"Customers who know and love the brand appreciate its understated luxury and the warm and personal service they receive," said Don Semmler, Marriott's executive vice president of full-service brand operations. "This global brand has enjoyed extraordinary performance and is poised for major growth within the next few years."

The JW Marriott brand, named for the company's chairman and founder, J. Willard Marriott, was born with the opening of the first JW Marriott hotel in 1984 on Pennsylvania Avenue in Washington D.C. The brand's first international opening was in 1989, with the JW Marriott Hong Kong. Approximately 21 new JW Marriott Hotels & Resorts will open worldwide over the next 36 months, bringing the total number of hotels and resorts to more than 50 in 23 countries. Hotels set to open in 2008 include JW Marriott hotels in Canada, Kazakhstan, Indonesia, Algeria, Costa Rica, China and India.

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Specific JW Marriott hotels and resorts also took top honors in 2007, including the following:

- Conde Nast Traveler's Gold List: JW Marriott hotels and resorts in Hawaii, Cancun, Mexico City, Bucharest, Capri, Lima, Hong Kong, Shanghai, Bangkok, Phuket, Dubai and Cairo
- Conde Nast Traveler's Hot Hotels: JW Marriott Capri Tiberio Palace Resort & Spa
- Conde Nast Traveler's Hot Spas: Quan Spa, JW Marriott Hotel Mumbai
- Latin Trade's Reader's Choice Awards: JW Marriott hotels Mexico City, Rio de Janeiro, Caracas, Lima and Quito
- Travel & Leisure's (U.S. and South Asia editions) World's Best Hotels: JW Marriott hotels and resorts in Phuket, Bangkok and Shanghai
- Korea Times Best Business Hotel in Seoul: JW Marriott Seoul
- American Automobile Association: JW Marriott Cancun Resort & Spa
- Expedia.com Insider Select List: JW Marriott Ihilani Resort & Spa
- Thailand Department of Labor Best Employer: JW Marriott Phuket Resort & Spa
- Great Place to Work International: JW Marriott Mexico City

MARRIOTT INTERNATIONAL, Inc. (NYSE:MAR) is a leading lodging company with about 3,000 lodging properties in the United States and 67 other countries and territories. Marriott International operates and franchises hotels under the Marriott, JW Marriott, The Ritz-Carlton, Renaissance, Residence Inn, Courtyard, TownePlace Suites, Fairfield Inn, SpringHill Suites and Bulgari brand names; develops and operates vacation ownership resorts under the Marriott Vacation Club, Horizons by Marriott Vacation Club, The Ritz-Carlton Club and Grand Residences by Marriott brands; operates Marriott Executive Apartments; provides furnished corporate housing through its Marriott ExecuStay division; and operates conference centers. The company is headquartered in Bethesda, Md., and had approximately 151,000 employees at 2007 year-end. It is ranked as the lodging industry's most admired company and one of the best companies to work for by FORTUNE®, and has been recognized by the U.S. Environmental Protection Agency (EPA) with the 2007 Sustained Excellence Award and Partner of the Year since 2004. In fiscal year 2007, Marriott International reported sales from continuing operations of \$13 billion. For more information or reservations, please visit our web site at www.marriott.com.

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