



suburban inns

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News Release

Holiday Inn Express Hotels in Grandville, Holland Win National Brand Awards

FOR IMMEDIATE RELEASE

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HUDSONVILLE, Mich. March 4, 2019— Both Holiday Inn Express Hotels owned and operated by Suburban Inns in West Michigan have earned “Torchbearer Awards.”

The Torchbearer Award is the highest honor given for product quality and service by the Intercontinental Hotels Group (IHG), the parent company of Holiday Inn, Holiday Inn Express, and 10 other national hotel brands. In order to receive the award, a hotel must achieve a guest satisfaction score of 90% or higher for a 12-month period. In addition, a hotel must also pass all inspections, be compliant with brand standards, and be up-to-date on any team member training modules.

The Suburban Inns hotels receiving the award include the Holiday Inn Express on 12381 Felch Street in Holland and the Holiday Inn Express at 4651 36th Street in Grandville.

There are 157 Holiday Inn Express hotels receiving the Torchbearer Award this year from among 2272 IHG hotels in the Americas.

Suburban Inns has consistently earned awards for its service and customer satisfaction in the six hotels it currently operates in Michigan. In addition to IHG hotels, Suburban Inns owns and operates properties under the Hampton Inn, Hilton Garden Inn and the Courtyard by Marriott brands. Suburban Inns is finishing construction of an Embassy Suites Hotel on North Monroe in Grand Rapids. The hotel is set to open in 2019.

About Suburban Inns

Founded in 1979, Suburban Inns develops, owns and operates award-winning hotels and restaurants in Holland, Grand Rapids, and Midland. Its hotels consistently rank in the top tier of their franchises for customer service and quality, winning some of the top awards in North America. They also own and operate the Sharkee’s and Big E’s restaurants. For more information, visit www.suburbaninns.com