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TRAVEL + LEISURE

the hotels issue

WORLD'S BEST
SERVICE 2010-
AND WHO HAS IT

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Our 45 Favorite
New Hotels

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TravelandLeisure.com JUNE 2010

Jade Mountain, in St. Lucia, the top hotel for service overall.



2010

WORLD'S BEST SERVICE

Whether you need a restaurant recommendation or to plan an excursion off-property, attentive service can make the difference between an average stay and one you'll remember. That's why we ask our readers to rate the hotels that impress them most. Here, this year's winners. **PLUS** Behind the scenes with nine top hotel staffers, and what stellar service looks like at the No. 1 property overall.

EDITED BY SARAH KANTROWITZ REPORTED BY DAVID DANZIG
AND ALYSSA GIACOBBE, WITH NINA FEDRIZZI

TOP 10 HOTELS **OVERALL**

- 1 **Jade Mountain** St. Lucia 100.00
- 2 **Bushmans Kloof Wilderness Reserve & Wellness Retreat** Cedar Mountains, South Africa 99.17
- 3 **The Goring** London 98.68
- 4 **Giraffe Manor** Nairobi, Kenya 98.61
- 4 **Sabi Sabi Private Game Reserve** Sabi Sands, South Africa 98.61
- 6 **Four Seasons Hotel Tokyo at Chinzan-so** 98.44
- 7 **Eagle Island Camp** Okavango Delta, Botswana 98.33
- 7 **Oberoi Vanyavilas** Ranthambhore, India 98.33
- 9 **Four Seasons Hotel Cairo at the First Residence** Egypt 98.21
- 9 **Oberoi Udaivilas** Udaipur, India 98.21



Great Value icons denote a hotel with a rack rate of \$250 or less.



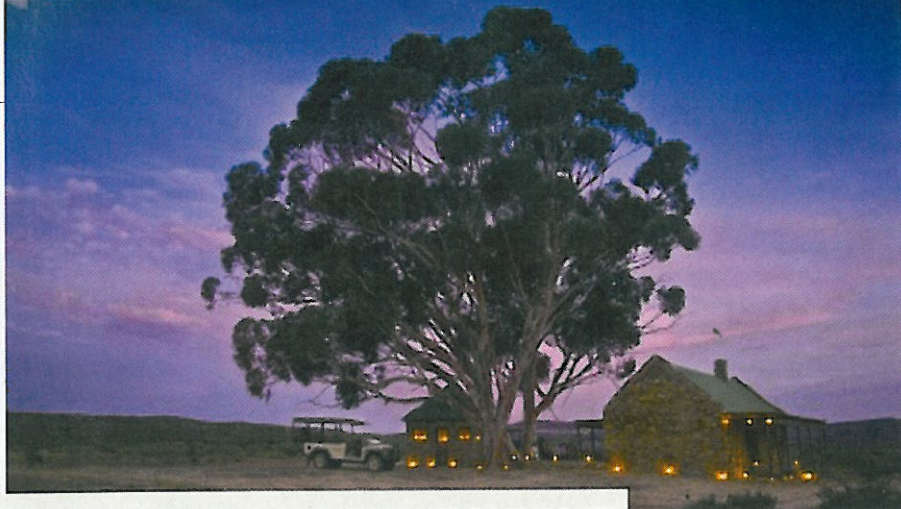
SIBONGILE BOSCH

Barman, Bushmans Kloof, South Africa

Years on the Job 3

Into the Wild Sometimes we host dinners in a surprise location in the mountains of the Bushmans Kloof reserve, and I tend bar with an edited-down selection—it would be impossible to bring all of our wines to the mountain! Our staff performs gumbboot dancing and African drumming while guests mingle before dinner.

Cedar Mountains, Clanwilliam; 800/735-2478; bushmanskloof.co.za; doubles from \$481.



Alfresco dining at South Africa's Bushmans Kloof, the top hotel for service in Africa.

TOP 10 HOTELS AFRICA AND THE MIDDLE EAST

- 1 **Bushmans Kloof Wilderness Reserve & Wellness Retreat** Cedar Mountains, South Africa 99.17
- 2 **Giraffe Manor** Nairobi, Kenya 98.61
- 2 **Sabi Sabi Private Game Reserve** Sabi Sands, South Africa 98.61
- 4 **Eagle Island Camp** Okavango Delta, Botswana 98.33
- 5 **Four Seasons Hotel Cairo at the First Residence** Egypt 98.21
- 6 **Governors' Camp** Masai Mara, Kenya 97.22
- 6 **Royal Malewane** Kruger National Park, South Africa 97.22
- 8 **Saxon Boutique Hotel & Spa** Johannesburg, South Africa 96.43
- 9 **Singita Sabi Sand** Kruger National Park, South Africa 96.35
- 10 **Kirawira Luxury Tented Camp Western Seregenti** Tanzania 95.63



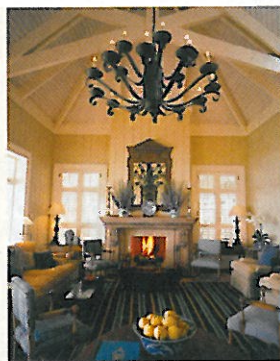
JOHN LEWIS

Guest relations manager, Lodge at Kauri Cliffs, New Zealand
Years on the Job 6

Planning Ahead If a guest is headed to Pink Beach or the 800-year-old Kauri Tree, I pack a bag with towels, bottled water, and a two-way radio in case of emergency. I also use the nightly cocktail hour to find out what everyone wants to do the next day: horseback riding? Clay shooting? And I introduce guests to other guests. Many end up having dinner or playing tennis together.
Tepene Tablelands Rd., Matauri Bay; 800/735-2478; kauricliffs.com; doubles from \$842.

TOP 10 HOTELS AUSTRALIA, NEW ZEALAND, AND THE SOUTH PACIFIC

- 1 **Lodge at Kauri Cliffs** Matauri Bay, New Zealand 95.00
- 2 **Farm at Cape Kidnappers** Te Awanga, New Zealand 94.44
- 3 **Lillianfels Blue Mountains Resort & Spa** Katoomba, Australia 92.11
- 4 **The Langham** Melbourne 91.03
- 5 **Observatory Hotel** Sydney 90.79
- 6 **InterContinental Bora Bora Resort & Thalasso Spa** French Polynesia 90.63
- 7 **Huka Lodge** Taupo, New Zealand 88.24
- 8 **Lizard Island (formerly Voyages Lizard Island)** Great Barrier Reef, Australia 87.50
- 9 **Park Hyatt** Sydney 87.29
- 10 **Hayman Island Resort** Great Barrier Reef, Australia 87.00



The lounge at New Zealand's Lodge at Kauri Cliffs.

METHODOLOGY Rankings are based on reader evaluations collected in the *Travel + Leisure* World's Best Awards survey. For hotels, scores are indexed averages of evaluations for the characteristic "Service." Readers were asked to rate candidates on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." Scores are rounded to the nearest hundredth of a point; in the event of an exact tie, properties or companies share a ranking. For the full survey methodology, go to TravelandLeisure.com/worldsbest.