



BUFFALO MARRIOTT HARBORCENTER IS RANKED NO.1 IN NORTH AMERICA

HARBORCENTER's hotel becomes top ranked full-service Marriott based on customer surveys

BUFFALO, N.Y. (July 26, 2016) --- The **Buffalo Marriott HARBORCENTER** has achieved the top ranking among all full-service Marriott hotels in North America, as compiled by Marriott International's customer satisfaction survey process. The 205-room hotel, owned by Terry and Kim Pegula and operated by Shaner Hotel Group, has received customer satisfaction scores that rank 23 percent higher than the mean score of all 336 full-service Marriott flagships.

"It was Kim Pegula's instruction for us to offer the best of the best service to all of our guests every day," said Huseyin Taran, general manager of the Buffalo Marriott HARBORCENTER. "Kim wanted our hotel to be the absolute best place to stay, and this ranking proves it true. Since opening last summer, we have consistently been in the top five of the Marriott rankings, which is a tribute to the talent and dedication of our staff."

Marriott's customer satisfaction survey process is conducted randomly upon guest checkout via email. Participating customers are presented with 35 questions evaluating all aspects of their lodging experience including arrival, hotel impression, staff interaction, room comfort and cleanliness, amenities, and restaurant/bar satisfaction. Highlighted by the *Panorama on Seven* restaurant and bar, the latest technology innovations, the new Marriott guest design specs, 6,000 square feet of event space, and premium views of lake Erie and downtown Buffalo, the Buffalo Marriott HARBORCENTER scored extremely high in each category.

"It was our goal to build the best hotel in Buffalo," said Michael Gilbert, Buffalo Sabres vice president of administration and general manager of HARBORCENTER. "Our premium guest experience combines with the other elements of HARBORCENTER to consistently draw new people to downtown Buffalo's Canalside district. This is a new district that is making a major impact on the city's economy and helping to further the momentum of its resurgence."

Locally, the Buffalo Marriott HARBORCENTER also ranks number one in customer satisfaction scores among its competing downtown Buffalo hotels based on social media feedback that is compiled by Medallia, a service system powered by guestVoice. Medallia compiles a social media score for every hotel based on mentions and reviews that it receives on Booking.com, Expedia, Google+, Hotels.com, Trip Advisor, and Yelp.

About HARBORCENTER

HARBORCENTER is a 650,000 square foot complex connected to the Buffalo Sabres' First Niagara Center in downtown Buffalo. The complex features two NHL size rinks, 13 ADA compliant locker rooms, classroom and theater facilities, IMPACT Sports Performance training facility, a 205 room full service Marriott Hotel, (716) Food and Sport restaurant, a unique Tim Hortons Café & Bakeshop dedicated to the Sabres legend, parking and boutique retail shops.

About Shaner Hotel Group

Headquartered in State College, Pa., Shaner Hotels is part of the Shaner Companies, a diversified, privately held company that owns and operates investments in the lodging, finance, energy and professional service sectors. With more than \$1 billion invested in hotel properties around the U.S. and abroad, Shaner Hotels current portfolio is comprised of more than 40 hotels with over 5,000 rooms in 12 states and two countries. Over the past 40 years the company has also been engaged in both new development and redevelopment of more than 80 hotel projects with leading brand affiliations such as Marriott International, InterContinental Hotels, Choice Hotels and Hilton.

For more information please visit the company website at <http://www.shanercorp.com>.

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Don Heins
HARBORCENTER Communications Manager
(716) 855-4757