

Outstanding

The Derby Hotels Collection is the best urban hotel chain according to an audit of the hotel services and facilities around Spain

A number of "mystery guests" have visited 200 national and international hotels over a two year period to compare services and facilities in order to carry out a quality audit of the establishments. The results of this comparative study have identified the Derby Hotels Collection (DHC) chain as the top ranking Spanish urban hotel chain.

The audit was carried out to stringent guidelines by SGS, a company specialising in inspection, verification and certification services which, in this instance, looked at all the categories of hotel establishments.

Industry experts conducted a completely anonymous analysis, staying in the hotels and looking at areas such as staff interaction with clients, restaurant services, tourist information received, standard of the facilities, etc. Thus, the study examined the complete customer "experience" at the hotel: from making a reservation to check out. Each "mystery guest" gave a quality rating for the accommodation, restaurant services, hotel services and facilities.



A cut above

Granados Hotel, Barcelona

The Derby Hotels Collection has been awarded the top score, achieving an overall rating of 91%, compared to the 83% average obtained by the other urban hotels around Spain. Derby scored top in front desk assistance and was rated above average for its reservation and restaurant services and facilities.

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barcelona madrid london paris

Madrid, Barcelona, Paris and London

Some of the Derby Hotels Collection most iconic hotels took part in the study: The Urban and Villa Real in Madrid, the Banke in Paris, the Caesar in London plus seven of its Barcelona establishments, including the Claris and the Bagués.

The total scores given to the hotels also saw an increase over the course of the two year evaluation, with a 10% improvement between February 2012 and June 2013.

The study, commissioned by the hotel chain itself, was carried out in response to concerns about quality and excellence of service and in its catalogue of 20 luxury establishments.



Claris Hotel, Barcelona

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About Derby Hotels Collection



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Founded in 1968, Derby Hotels Collection is one of the most prestigious hotel companies in Spain. Its hotels are unique and original, combining art, culture and luxury. Each hotel contains a unique collection of ancient and modern works of art. They are all different and unrepeatable, providing a new and surprising experience. At present the company has 20 luxury hotels in Barcelona, Madrid, London and Paris.

A lover of hotels, art, culture and Barcelona, Jordi Clos is the Chairman of Derby Hotels Collection and Joaquim Clos is the chain's Managing Director. The Clos family's style and identity can be seen in every corner of their hotels and apartments.

For more press information:

DERBY HOTELS COLLECTION

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