

Cape Town's top hotels recognised for offering world-class guest experience

According to the [TripAdvisor 2017 Travelers' Choice Awards](#), Cape Town is home to eight hotels which have made an effort to create and maintain a world-class hotel experience, proving that the city is a place where visitors can reliably experience luxury all year round.



Photo: Hillary Fox

These are the places celebrities and business luminaries choose as discreet holiday accommodation, and for A-listers, privacy is of paramount importance. But they're not just for the Denzel Washingtons and Scarlett Johanssons of this world, anyone can walk in, enjoy a high tea or an icy drink under the lazy shade of some old trees. Locals, too, can feel like A-listers, if only for a while.

The Cape town winners are familiar to us: Cape Grace, Queen Victoria Hotel, The Twelve Apostles Hotel and Spa, Belmond Mount Nelson Hotel, One&Only, Taj Cape Town, Romney Park All Suite Hotel and Spa and The Table Bay.

Each one recognises the need to remain relevant in this environment and has found unique ways to titillate guests by reinventing what is on offer. A large number of locals is employed in these hotels as well as other hotels and businesses that contribute to their supply chains. The staff at the hotels are as much of an asset as the buildings and interiors.

"It's all about differentiation, marketing, reputation and delivering on guest expectations and the hotel's promises. A hotel

stay must be a seamless one, from initial enquiries to check-in, and then from during the stay until check-out. Even post-stay contacts are critical when it comes to maintaining these good reviews. Should any one aspect not be deemed satisfactory, the world-class establishment will endeavor to fix the problem and keep those customers coming. With the TripAdvisor 2017 Traveler's Choice Awards, the visitor gets to choose the best of the best, and we applaud these businesses for consistently flying the Cape Town flag high," says Enver Duminy, CEO, Cape Town Tourism.

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