



CROWN AMERICAN HOTELS

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Release: FOR IMMEDIATE RELEASE

Date: June 12, 2008

**THE HOLIDAY INN - DOWNTOWN
AND THE HOLIDAY INN EXPRESS ARE
TOPS IN THEIR FRANCHISE REGION**

Johnstown, Pennsylvania- The results are in and Crown American Hotels is pleased to announce that the Holiday Inn - Downtown Johnstown and the Holiday Inn Express have received top performance recognitions for each of their respective brands.

The Holiday Inn - Downtown, located at 250 Market Street in Downtown Johnstown, was recognized for receiving the region's top overall satisfaction score in terms of guest satisfaction and product received; scores are based on the hotel guest overall customer satisfaction survey. This hotel is under the direction of Tom Lear, Director of Operations.

The Holiday Inn Express, located on Scalp Avenue in Richland, was recognized for attaining the highest revenue growth per available room. This designation was attained under the direction of Jennifer Hewitt, General Manager.

These designations are quite an honor because the ratings come from the guests who have used the hotel and obviously been pleased with the experience provided by the two Johnstown hotels and also are a nod to the overall operations and efficiency. Mike Barletta, President and CEO of Crown American Hotels said "Our staffs has worked very hard to provide the best customer service to our guests and it is rewarding that their efforts have been noticed." Barletta continued, "We are all very happy with our service and product scores since they reflect the guests' impression of our hotel. We are very honored to have our guests rate us so highly."

The overall satisfaction recognition is based upon a 12-month rolling period and are based upon hotel guests overall customer satisfaction and for the product itself. The system scores hotels based solely on the guests' perception of their stay at a particular hotel and the actual hotel itself.

The top overall satisfaction designations were announced at a recent Inter-Continental Hotels Group Regional Meeting held in Pittsburgh, PA. The Johnstown properties fall into the western Pennsylvania region and both the Holiday Inn and the Holiday Inn Express brands are under the Inter-Continental Hotels umbrella.

As a leader in the hospitality industry for over forty years, Crown American Hotels is proud to continue the dedication and commitment to Johnstown established by the Pasquerilla family. Headquartered in Pasquerilla Plaza, Crown American Hotels manages the Holiday Inn- Downtown Johnstown and the Holiday Inn Express on Scalp Avenue in Johnstown; both of which are franchised through agreements with Inter-Continental Hotels. Crown American Hotels also manages the Frank J. Pasquerilla Conference Center -Downtown Johnstown.