

NEWS



IMPERIAL HOTEL
TOKYO

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J. D. POWER'S RANKING SEES TOKYO'S IMPERIAL HOTEL HIGHEST IN CUSTOMER SATISFACTION FOR THIRD CONSECUTIVE YEAR

Tokyo, Japan, November 29th, 2018: For the third year in a row, Tokyo's landmark 128-year-old Imperial Hotel has been ranked the best hotel in Japan for customer satisfaction in J. D. Power's "Japan Hotel Guest Satisfaction Index Survey, 2018." Out of 12 of the hotel brands surveyed, The Imperial was ranked top in the segment of guestroom rates of 35,000 yen or more per night, receiving a score of 814 points out of a possible 1,000 points.

The Imperial's high ranking was based on high scores received in the areas of Reservation, Check-In/Check-Out, Guestroom, Food & Beverages, Hotel Services, Hotel Facilities, and Cost & Fees. An internet survey of 184 hotel brand chains and groups was conducted on August, 2018 throughout Japan. The 3,229 respondents were aged 18 and above and were asked about their degree of satisfaction with their experiences and services at hotels they had stayed at during the preceding one-year period.

Tokyo's Imperial was founded by Japanese aristocracy in 1890 on the same site it occupies today and opened as a venue to receive an increasing number of foreign dignitaries visiting Japan in the Meiji Period. It initiated many new services and facilities which have since become standard services for major Japanese hotels, such as all-inclusive Shinto and Christian wedding services, shopping arcades, and in-house laundry service, and introduced diverse Western cuisine to the Japanese public. For its range of classical Japanese hospitality, it is the traditional favorite of dignitaries and celebrities from abroad visiting the Japanese capital.



Photo: Main Entrance