TRUSTSCORE

Excellent

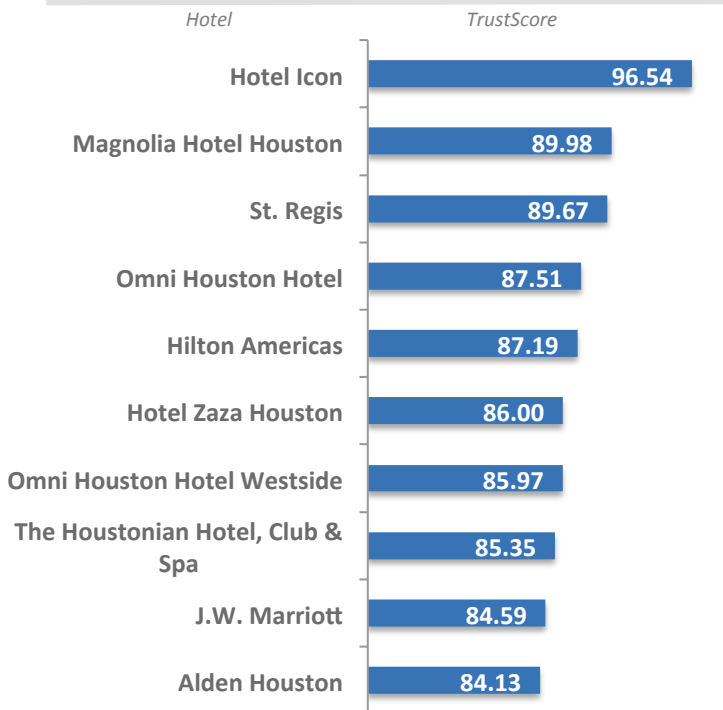**88**

by TrustYou™

This trustscore is the average trustscore for the set of 10 hotels.

Summary of Houston's Top Luxury Hotels

Houston's luxury hotels give guests a great experience and a nice, cozy atmosphere. Guests love visiting these hotels for a pleasant getaway thanks to their quiet, relaxing environment and pools/spas that leave guests feeling relaxed and invigorated.

Top Hotels

Hotel	TrustScore
Hotel Icon	96.54
Magnolia Hotel Houston	89.98
St. Regis	89.67
Omni Houston Hotel	87.51
Hilton Americas	87.19
Hotel Zaza Houston	86.00
Omni Houston Hotel Westside	85.97
The Houstonian Hotel, Club & Spa	85.35
J.W. Marriott	84.59
Alden Houston	84.13

Comments

Great Place to Relax
Quiet
Fast Service
Tasty Breakfast
Staff was Excellent
Expensive Parking
Nice Pool
Rooms Are Basic
Some Amenities Are Outdated
Lots of Upcharges
Great stay
WiFi Didn't Work

Sentiment

88 BUILDING	**84** AMBIANCE	**82** HOTEL
82 LOCATION	**81** FOOD	**79** SERVICE
79 GROUNDS	**73** ROOM	**63** INTERNET

TRUSTYOU

Houston

Summary of Houston's Top Mid-Scale/Economy Accommodations

These Houston accommodations are guest favorites because of friendly service and great location. Guests love that the staff at these hotels are knowledgeable and helpful, and with conveniently located spots near the airport/major attractions, guests are quick to rank these hotels as their favorites.

Top Accommodations

Hotel	TrustScore
Crowne Plaza Sugar Land Suites	94.65
Holiday Inn Express Hotel & Suites Downtown	93.82
Best Western Plus Mini Suites	93.72
Embassy Suites Houston	93.00
Hotel Residence Inn Houston Westchase on Westheimer	92.42
Hilton Garden Inn Northwest	91.14
Hampton Inn Montrose	91.00
Element by Westin Vintage Park	90.24
Homewood Suites Clear Lake	89.31
Sheraton Houston West	88.13

Comments

Friendly Staff
Convenient
Staff is lovely
Hotel Exceeded Expectations
Clean Outdoor Area
Great Atmosphere
Nice Place to Stay
Clean Building
Basic Room
Comfortable Bed
Great Rate
A Bit Data

Sentiment

89 HOTEL	88 SERVICE	86 LOCATION
83 AMBIANCE	79 FOOD	75 BUILDING
73 ROOM	73 GROUNDS	58 INTERNET

What are the rankings all about?

A Brief FAQ

How are these scores calculated? Overall scores are based on a hotel's TrustScore, the industry's first independent, consumer-trusted score that represents all online opinions of consumers around the world. Visit here for more information on the TrustScore.

Are any accommodations excluded? Hotels and accommodations must have at least 20 reviews from at least 2 sources. We also ensure that a percentage of the reviews were written recently.

How do you determine luxury hotels vs. mid-scale/economy accommodations? Luxury hotels are defined as hotels with 4-5 star ratings, and mid-scale/economy rankers are defined as for hotels and accommodations with less than four stars.

How many hotels did you analyze? We currently track 400,000+ hotels worldwide. The report is based on the hotels and accommodations in each respective city in our database.

How do you calculate sentiment scores? Our proprietary semantic analysis algorithms learn from data on the web to detect positive, neutral and negative aspects in sentences. Individual detected opinions are then grouped to different categories (e.g. room, service, location etc.) and counted to form an overall score.

Where do the comments come from? We have selected comments from reviews of hotels/accommodations on each list. The comments that were selected are most representative of overall sentiments echoed in the reviews.

Can the rankings change over time? Of course! The TrustScore measures all consumer opinions around the world. If guests are more positive about their stay, a hotel's score (and likely its rank) will improve. Contact us or visit our blog for more information on how to improve your scores.

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For more info: www.trustyou.com