

Guests' Favorite Hotels In The USA's Largest Markets

Guests talk. We listen.

Find out what they say about their favorite hotels.

With its vast landscapes and larger than life attitude, the US brings in millions of overnight visitors annually. These visitors write reviews across hundreds of platforms worldwide. TrustYou tracks what guests are saying about more than 400,000 hotels across 200+ different websites, in 60+ different countries and 23+ different languages and boils these sentiments down into a TrustScore, the world's first, independent, consumer-trusted score that represents all online opinions of consumers around the world.

This report highlights the top ranked hotels of 2012 for the five largest markets in the United States based on [TrustScore](http://www.trustyou.com) as well as a snapshot of consumer reviews and sentiment.



For more info: www.trustyou.com

New York | Los Angeles | Chicago | Houston | Philadelphia

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REPORT





New York

TRUSTSCORE

Excellent

92



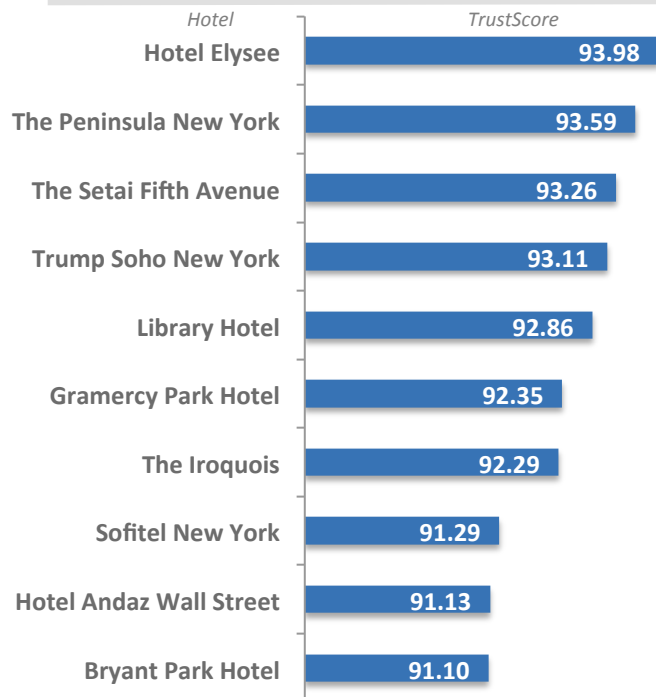
This trustscore is the average trustscore for the set of 10 hotels.

Summary of New York's Top Luxury Hotels

Guests love visiting these New York luxury hotels for their **convenient location and beautiful grounds**. From lavish rooftop bars and landscaping to world-class pools and spas, these hotels leave guests feeling like royalty. And with professional, helpful staff, and even stellar internet service, guests can't wait to return.



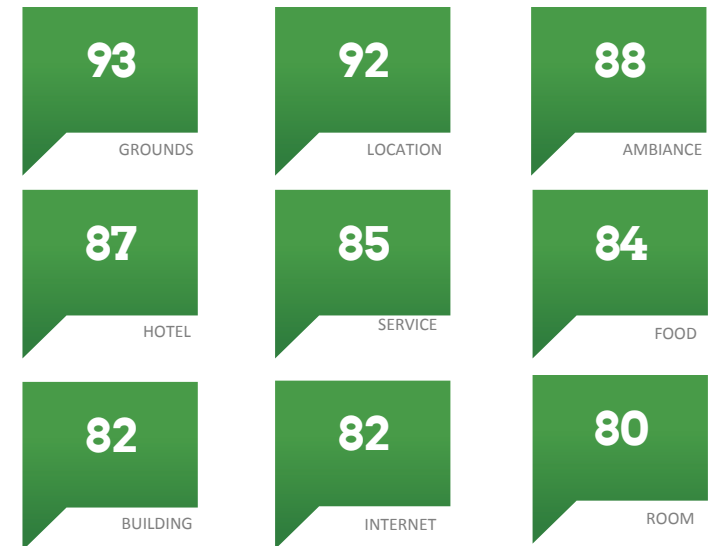
Top Hotels



Comments

Central Location
Luxurious Property
Great Ambiance
Free Internet
Walk To Everything
Hotel is Spotless
Professional Staff
I'd Stay Here Again
Adequate Room Size
Nice Bar
Great View
Knowledgeable Staff
Pricey

Sentiment





New York

TRUSTSCORE

Excellent

91



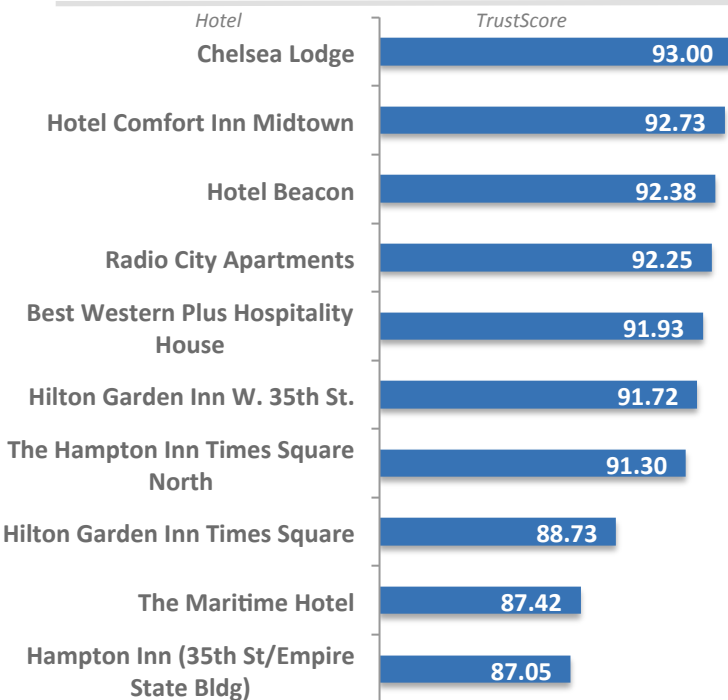
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Summary of New York's Top Mid-Scale/Economy Accommodations

Location, location, location. Guests stay these accommodations because they can walk to everything. From shopping to the theater to restaurants, all of New York's attractions are all easily accessible.



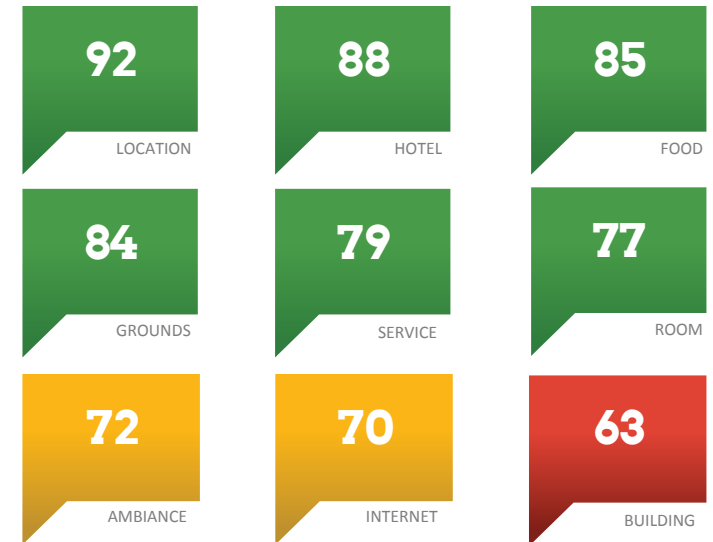
Top Accommodations



Comments

Convenient
Walk to Everything
Great Location
Clean Hotel
Good Breakfast Deal
Microwave in Room
Great Hotel Rates
Loud Street Noise
Cozy Room
Comfortable Bed
Building is Old
Free WiFi
Carpet Needs Updating

Sentiment





Los Angeles

TRUSTSCORE

Excellent

90



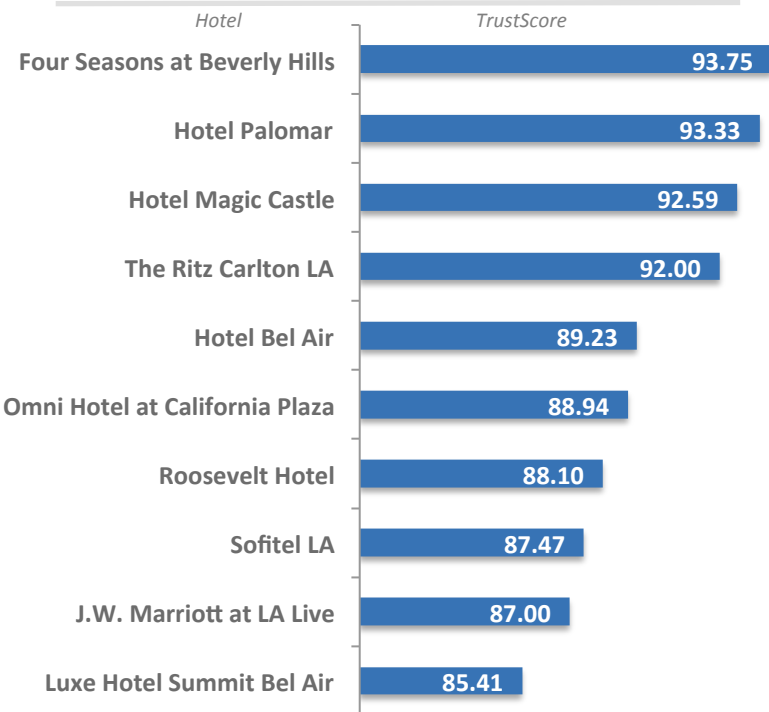
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Summary of LA's Top Luxury Hotels

LA is known for its Hollywood glamour, innovative food and, of course, spas. Guests' favorite luxury hotels deliver the true LA experience. Guests enjoy being pampered at these hotels with gourmet food/drinks and movie-star quality amenities.



Top Hotels



Comments

Unbelievable Service
Central Area
I Felt Special
Stylish Property
Spa was Top Notch
Great Restaurant
Limo Service
Perfect Location
Bar is Sensational
Prices are High
Internet Charges
Clean Room, but
Nothing Special

Sentiment





Los Angeles

TRUSTSCORE

Excellent

86



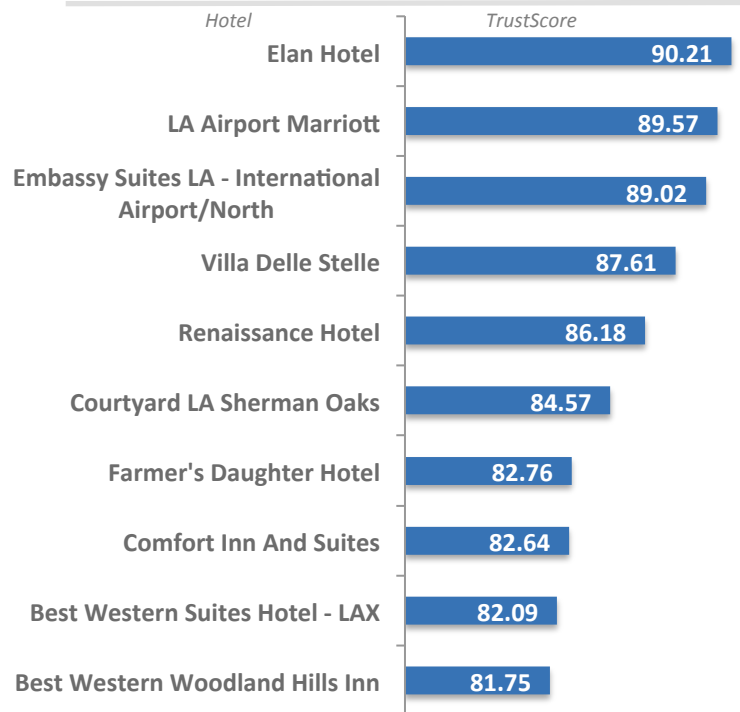
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Summary of LA's Top Mid-Scale/Economy Accommodations

Conveniently situated, these hotels attract guests looking to see the city. Location is a key draw to these accommodations, and a comfortable, reliable atmosphere makes these accommodations a top choice.



Top Accommodations



Comments

Convenient Location
Easy to Get Around
Free Internet
Close to Restaurants
Great Deal
Free Breakfast
Treated Like Royalty
Modern Hotel
Laid-Back Vibe
Good Amenities
Thin Walls
Small Room
Decent Price

Sentiment





Chicago

TRUSTSCORE

Excellent

95



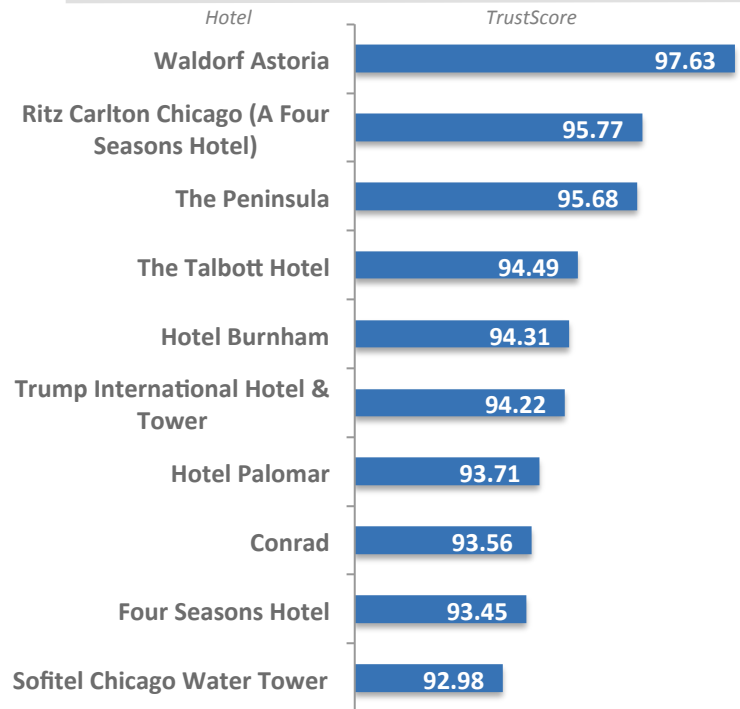
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Summary of Chicago's Top Luxury Hotels

Guests rave about these Chicago luxury hotels, giving this list the highest scores in this report. Guests are positive about all aspects of their stay. Prime locations, exceptional service, top notch food, and luxurious rooms all leave guests wanting to return.



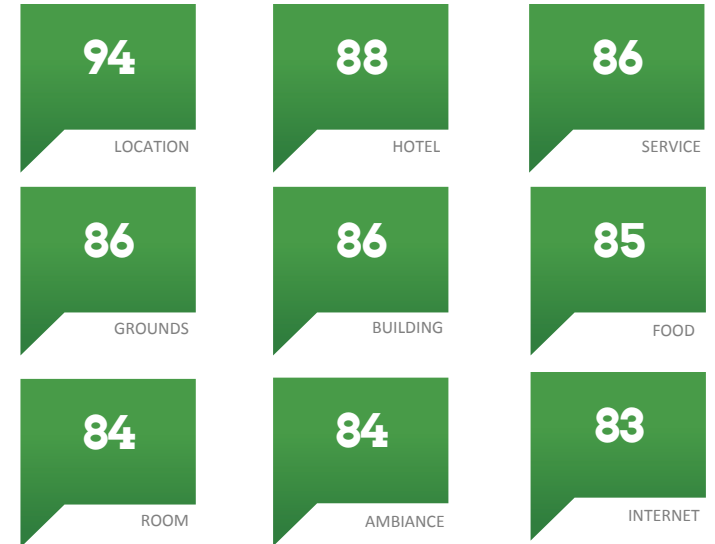
Top Hotels



Comments

Great Shopping
Perfect Location
Excellent Service
Large Room
Restaurants in the Area
Definitely Returning
Best Service Ever
Gorgeous Property
Delightful Staff
Amazing Spa
Reasonable Rates
Room is Immaculate
No need for WiFi upgrade

Sentiment





Chicago

TRUSTSCORE

Excellent

91



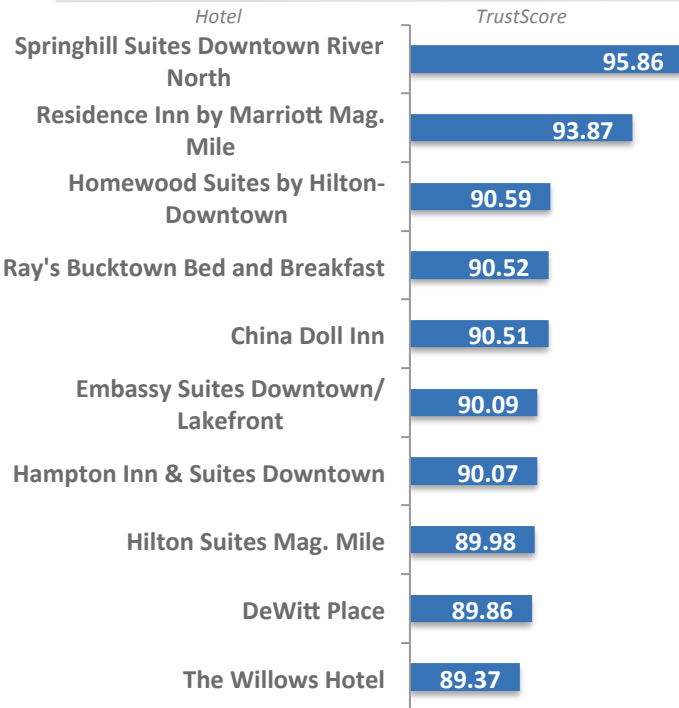
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Summary of Chicago's Top Mid-Scale/Economy Accommodations

These accommodations deliver on location, food and service. Downtown/Magnificent Mile are guests' favorite spot to stay, with plenty of restaurants and shopping within walking distance. This prime location coupled with excellent hotel service rank these spots among guests' favorites.



Top Accommodations



Comments

Love the Neighborhood
Close to Shopping
Nicely Situated
Beautiful Room
Good for Families
Wonderful Staff
Spotty Internet
Our New Regular Hotel
Clean Rooms
Nice Pool
Quiet Rooms
Polite, Helpful Staff
Definitely Recommend
Good Views

Sentiment





Houston

TRUSTSCORE

Excellent

88



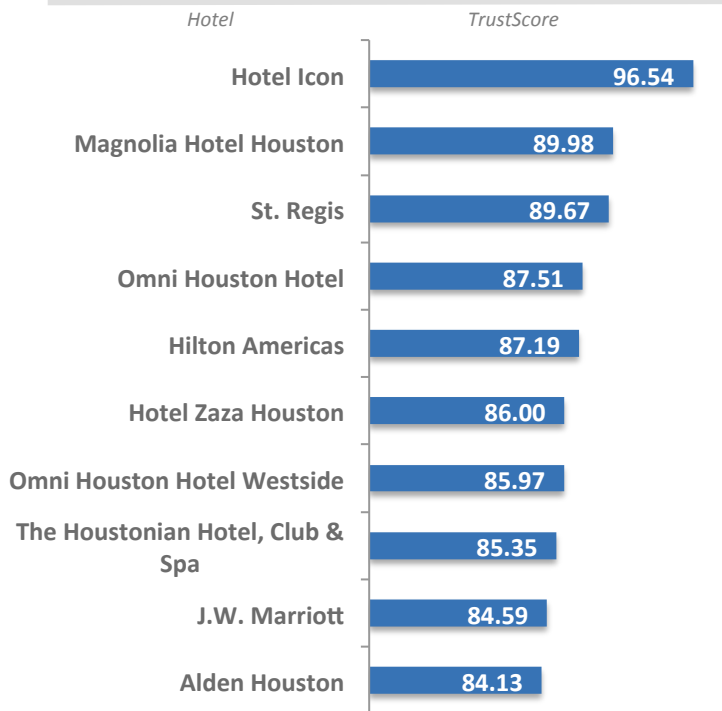
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Summary of Houston's Top Luxury Hotels

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



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





Houston

TRUSTSCORE

Excellent

92



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

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



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





Philadelphia

TRUSTSCORE

Excellent

90



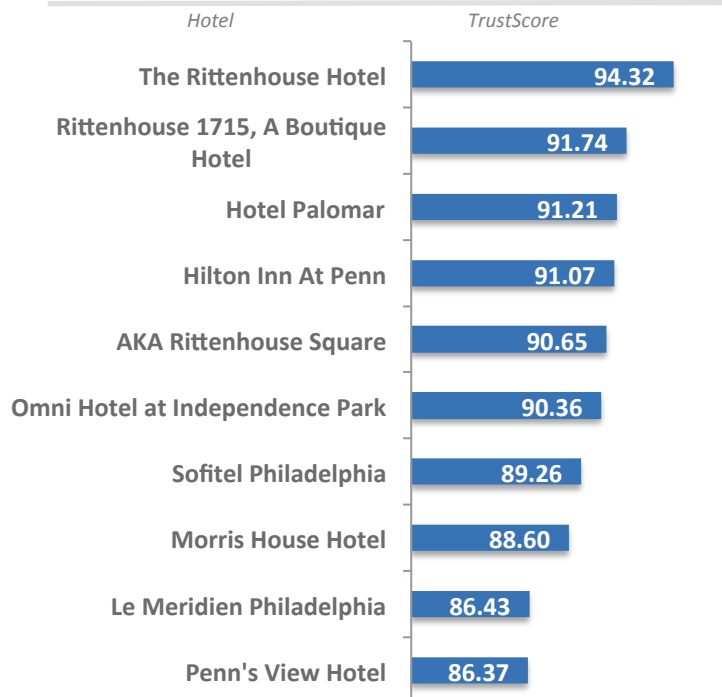
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Summary of Philly's Top Luxury Hotels

Sleek buildings, a lively atmosphere and friendly service bring these Philadelphia hotels to the top. The atmosphere sets the tone of a guest's stay, and when guests enter these buildings, they are pleased with their choice. As one guest puts it, "the hotel is full of life!"



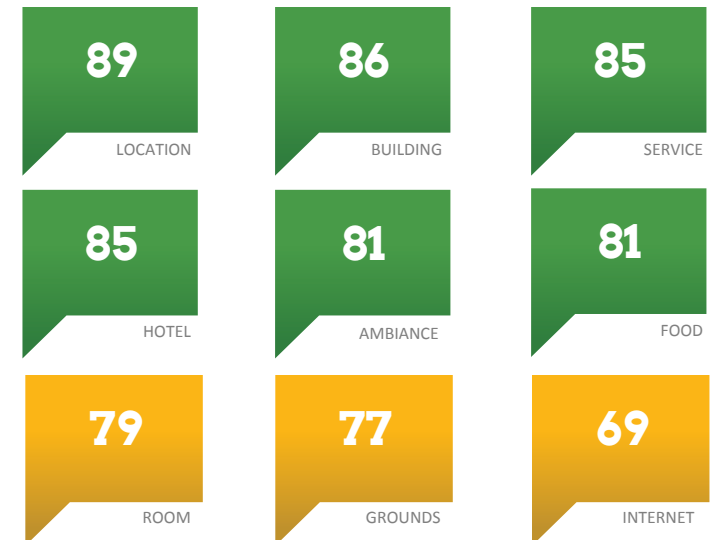
Top Hotels



Comments

Location is Perfect
Walk to Everything
Attention to Detail
Luxurious Hotel
Hotel is Full of Life
Knowledgeable Staff
Modern Vibe
Full Breakfast Buffet
Efficient Front Desk
Reasonable Parking
Spacious Room
Outdated Bathrooms
Slow WiFi

Sentiment





Philadelphia

TRUSTSCORE

Excellent

89



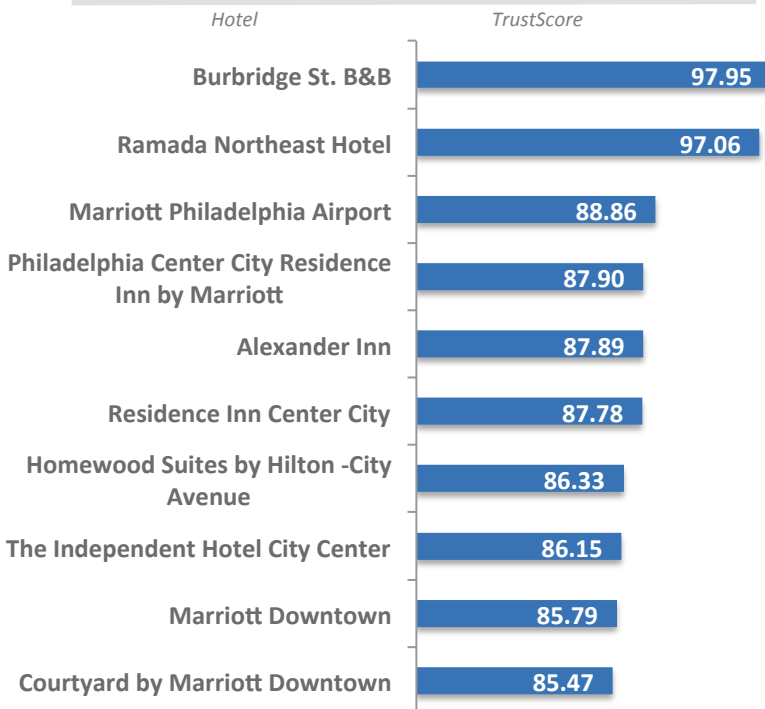
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Summary of Philly's Top Mid-Scale/Economy Accommodations

Ambiance, location, and reliability bring these accommodations to the top. Guests know what to expect with these accommodations - clean and comfortable places to stay, convenient locations and reasonable pricing.



Top Accommodations



Comments

Convenient Location
City Living
Close to Tourist Attractions
Large Hotel
Clean, Modern
Receptive Staff
Personal Service
Good, Reliable Choice
Meets Expectations
Reasonable Rate
Overrated
Food was OK

Sentiment





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.