

MMHI Overview - January 2007 to March 2007

Hotels

		Customer Satisfaction	Emotions	Very Likely To Return	Loyalty Program Strength	Reported Price
Luxury	<i>Average</i>	85.2	81	54%	7%	\$183
	Ritz-Carlton	88.3	85	64%	4%	\$218
	W Hotels	87.8	84	57%	12%	\$180
	Loews Hotels	86.9	84	57%	3%	\$175
	Sofitel	86.4	82	48%	0%	\$140
	Le Meridien	85.3	81	45%	7%	\$175
	Intercontinental	84.6	80	56%	10%	\$150
	Four Seasons Hotels	84.5	81	55%	3%	\$250
	Fairmont Hotels & Resorts	84.3	79	50%	4%	\$175
	JW Marriott	84.1	80	64%	25%	\$250
	Grand Hyatt	82.8	79	52%	6%	\$150
	Park Hyatt	81.5	78	40%	7%	\$150
Upper Upscale	<i>Average</i>	84.3	79	57%	8%	\$130
	Walt Disney World Resorts	89.9	84	87%	0%	\$144
	Renaissance Hotels & Resorts	88.1	82	61%	8%	\$150
	Omni Hotels	87.4	81	57%	10%	\$135
	Doubletree	84.6	78	54%	9%	\$105
	Embassy Suites	84.1	79	71%	8%	\$120
	Marriott Hotels	84.0	79	63%	14%	\$110
	Westin Hotels & Resorts	83.4	79	52%	9%	\$150
	Hyatt Regency	82.8	77	44%	4%	\$129
	Hilton Hotels Corporation	82.6	78	60%	16%	\$122
	Sheraton Hotels & Resorts	81.0	76	49%	7%	\$120
	Hyatt Hotels Worldwide	79.5	75	35%	1%	\$143
Upscale	<i>Average</i>	83.5	77	58%	9%	\$104
	Homewood Suites	88.7	81	70%	16%	\$109
	Crowne Plaza	85.5	79	52%	6%	\$110
	Residence Inn by Marriott	84.8	79	72%	13%	\$106
	Hilton Garden Inn	84.8	78	59%	13%	\$100
	SpringHill Suites	82.8	78	72%	18%	\$99
	Courtyard by Marriott	82.5	77	65%	11%	\$99
	Adams Mark	82.4	77	45%	2%	\$119
	Radisson	81.8	76	46%	3%	\$100
	AmeriSuites	81.7	76	53%	1%	\$80
Wyndham Hotels & Resorts	80.1	73	48%	9%	\$113	

The top 10 numbers are highlighted in blue.

MMHI Overview - January 2007 to March 2007

Hotels

		Customer Satisfaction	Emotions	Very Likely To Return	Loyalty Program Strength	Reported Price
Midscale w/ F&B	<i>Average</i>	79.3	72	49%	6%	\$78
	Holiday Inn Select	81.5	76	52%	8%	\$89
	Red Lion Hotels & Inns	81.3	73	47%	3%	\$79
	Best Western	80.0	73	55%	4%	\$75
	Clarion Hotels & Resorts	79.4	72	45%	7%	\$81
	Holiday Inn Hotels & Resorts	79.1	73	55%	9%	\$90
	Quality Inns, Hotels & Suites	78.8	73	52%	10%	\$70
	Howard Johnson	77.6	69	38%	1%	\$70
Ramada	77.0	71	44%	2%	\$72	
Midscale w/o F&B	<i>Average</i>	82.9	76	62%	8%	\$78
	Hampton Inns & Suites	85.7	80	78%	14%	\$90
	Drury Inns	85.2	80	71%	9%	\$85
	Wingate Inns	85.1	76	58%	3%	\$81
	Sleep Inns	83.8	76	65%	11%	\$69
	Country Inns & Suites By Carlson	83.6	78	64%	5%	\$89
	Baymont Inns & Suites	83.4	76	52%	5%	\$69
	Fairfield Inn By Marriott	82.8	77	65%	14%	\$83
	AmericInn	82.5	77	59%	1%	\$80
	Comfort Suites	82.3	76	66%	12%	\$80
	Holiday Inn Express	82.1	76	64%	11%	\$80
	La Quinta Inns	81.5	75	58%	7%	\$75
	AmeriHost Inns & Suites	80.0	73	40%	0%	\$70
Comfort Inns	79.3	73	59%	9%	\$70	

The top 10 numbers are highlighted in blue.

**MMHI Overview - January 2007 to March 2007**

**Hotels**

		Customer Satisfaction	Emotions	Very Likely To Return	Loyalty Program Strength	Reported Price
Economy	<i>Average</i>	78.1	70	47%	3%	\$56
	Microtel Inns & Suites	83.5	76	68%	9%	\$55
	Super 8	79.3	72	57%	5%	\$59
	Red Roof Inns	78.9	72	57%	8%	\$59
	Budget Inn	78.4	71	40%	0%	\$50
	Extended Stay America	78.3	69	43%	2%	\$60
	Americas Best Value Inn	77.4	69	41%	0%	\$55
	America's Best Inns & Suites	77.3	67	38%	0%	\$60
	Days Inns	77.1	70	46%	4%	\$60
	Motel 6	76.9	69	57%	0%	\$46
	Econo Lodge	76.2	69	40%	2%	\$55
Travelodge	75.8	67	35%	1%	\$60	

The top 10 numbers are highlighted in blue.

**MMHI Overview - January 2007 to March 2007**

**Hotels**

		Customer Satisfaction	Emotions	Very Likely To Return	Loyalty Program Strength	Reported Price
Timeshare Accommo	<i>Average</i>	86.1	82	68%	18%	\$116
	Disney Vacation Club	91.1	85	66%	9%	\$150
	Marriott Vacation Club	88.1	84	70%	31%	\$150
	Hilton Grand Vacation	85.3	82	63%	25%	\$110
	RCI (Resort Condominiums International)	83.5	80	82%	12%	\$73
	Fairfield Resorts	82.6	77	61%	15%	\$99

The top 10 numbers are highlighted in blue.

MMHI Overview - January 2007 to March 2007

Hotels

		Customer Satisfaction	Emotions	Very Likely To Return	Loyalty Program Strength	Reported Price
Upscale Casino	Average	85.0	82	57%	13%	\$127
	Bellagio	91.5	93	71%	8%	\$160
	Treasure Island	85.6	77	58%	10%	\$100
	Paris Las Vegas	85.4	84	54%	26%	\$120
	Caesar's Palace	84.9	82	69%	26%	\$150
	MGM Grand	84.5	81	54%	4%	\$130
	Luxor Hotel & Casino	78.3	74	37%	4%	\$100
Casino	Average	82.1	76	60%	22%	\$73
	Rio	87.0	80	75%	42%	\$80
	Harrah's	87.0	81	88%	59%	\$60
	Orleans	86.1	78	64%	14%	\$70
	Bally's	83.0	77	71%	29%	\$80
	Imperial Palace Hotel & Casino	82.1	76	58%	12%	\$65
	Flamingo Las Vegas	81.8	74	56%	28%	\$83
	Tropicana Resort & Casino	81.3	75	56%	16%	\$79
	Stratosphere Casino Hotel & Tower	81.2	76	49%	4%	\$60
	Circus Circus Hotel & Casino	77.3	69	41%	6%	\$60
	Excalibur Hotel & Casino	74.8	70	40%	6%	\$90

The top 10 numbers are highlighted in blue.

MMHI Overview - January 2007 to March 2007

Car Rental Companies

		Customer Satisfaction	Emotions	Very Likely To Return	Loyalty Program Strength	Reported Price
Car Rental	Average	79.7	75	54%	7%	\$42
	Enterprise	84.1	80	67%	1%	\$39
	National	80.3	76	63%	18%	\$43
	Hertz	80.2	77	53%	14%	\$47
	Avis	79.9	77	57%	10%	\$46
	Budget	78.8	74	50%	4%	\$42
	Alamo	78.4	74	50%	1%	\$37
	Dollar	78.3	73	39%	1%	\$41
	Thrifty	78.0	72	54%	9%	\$40

The top numbers are highlighted in blue.

MMHI Overview - January 2007 to March 2007

Airlines

		Customer Satisfaction	Emotions	Very Likely To Return	Loyalty Program Strength	Reported Price
Airlines	Average	75.7	75	64%	15%	\$328
	JetBlue	85.9	83	80%	7%	\$245
	Midwest Airlines	82.8	81	68%	19%	\$309
	Frontier	81.7	79	74%	8%	\$288
	Spirit Airlines	81.6	81	77%	13%	\$222
	Southwest	78.6	77	81%	12%	\$234
	AirTran	77.5	76	71%	9%	\$235
	Alaska Airlines	74.7	76	78%	19%	\$370
	Continental Airlines	73.2	72	60%	20%	\$393
	America West	72.2	70	47%	9%	\$348
	Northwest Airlines	71.5	72	59%	18%	\$381
	Delta Air Lines	71.3	72	54%	17%	\$407
	United	70.1	69	48%	18%	\$409
	American Airlines	70.0	70	53%	17%	\$376
US Airways	68.6	70	45%	17%	\$371	

The top 3 numbers are highlighted in blue.