

ACPA MEMBER REVIEW – Farrah Shah

Shangri-La Hotel

1301 Ocean Avenue Santa Monica, CA 90401

(310) 394-2791 www.shangrila-hotel.com

Date of Stay: Thursday October 4th 2012

Location: Shangri-La Hotel, Santa Monica

Arrival:

I arrived at 4pm on the day as I was informed that check in was from 3pm. On arrival the staff were very friendly and they had a note that my stay was complimentary. I checked in and was taken to my ocean view room.

Room:

My room was amazing, not only for the beautiful location and view but the room itself was very well designed with a huge bathtub and shower and great big bed. it was clean and all was in order.

Dinner:

My dinner prize was for 2 so I had a friend join me. The staff went above and beyond and the food was mouthwatering. I especially recommend the crab cakes and flat bread.

The head waiter came over at the end and said the bill was taken care of and that there was no charge. What I liked was that he didn't ask if I would like to tip but instead I asked for the bill so that I could leave a tip accordingly.

The staff were grateful for this and came over to say thank you

Next day:

I woke up at 6am to take a walk on the beach, staff were at the door to greet me in the lobby and ask if I wanted breakfast/tea/coffee etc. When I got back to my room I ordered room service which was prompt and again great food added to my room bill.

Check out:

Staff were again hospitable, assisting with my bags etc. I checked out and told the staff how happy I was with my stay.

I particularly liked that the lady remembered my name, addressing em as "Miss Shah" a very good personal touch.

Recommendation:

I have told my boss about the hotel already and he is keen to try the Shangri-La. When in LA he always stays near LAX as he prefers peace to Hollywood noise!

I think the Shangri-La will be perfect for him