

World Travel Update

LA's Wilshire Grand *Still* Top Rated

There are a lot of fine hotels in Los Angeles but very few outstanding ones. The Wilshire Grand is one of those few.

I spent a week there in the Spring of 2000 to attend the BookExpo conference. Like most travelers, I don't care much for LA and I was certainly not looking forward to staying in what I thought would be a cookie-cutter chain hotel in the downtown area.

But I was surprised.

From the minute I walked in I knew that this would be a trip to remember. The doorman actually smiled at me when he opened the door of the limo and welcomed me to the hotel. Most door-people grunt something like "are you checking in?" What a nice surprise to have someone simply welcome me... whether I was a paying guest or just a guy wanting to see the lobby.

And the lobby is really something to see. It's hard to be elegant and modern as the same time, but the Wilshire Grand carries it off beautifully. The mixture of glass and brass is toned by muted colors and plush furniture. It was a real hotel lobby made for sitting and reading or just people watching.

Check-in was a breeze. The staff had my reservation in advance and there were no glitches. My secretary had requested adjoining room for one of my co-writers so I was given a large corner room with an attached smaller room. If you are traveling with children this is a perfect arrangement.

Everything about the room showed professionalism, from the name-brand amenities to the plush robes.

As always, I ordered room service. It was prompt and good. You don't often get both at most business hotels anymore.

The concierge floor has a wonderful breakfast as well as a late-night snack service. This is well worth the price and a necessity for any executive that needs to get an early start in the morning and who

does not have the time for a full breakfast.

I was impressed with the courtesy and professionalism of the staff. All were well trained in the hospitality industry. I was especially pleased with the housekeeping staff. The room was made up promptly each day and it was spotless. My only complaint was not getting a fresh robe each day... but that was quickly rectified after I mentioned it to one of the staff members at the front desk.

There is a good reason why this hotel is rated so highly by business executives. The Wilshire Grand knows what business they are in and they work hard to earn the respect and admiration of those who stay there. The level of service and comfort at this hotel rivals that of any hotel in the USA.

I'm actually looking forward to my next trip to LA.

The Wilshire Grand can be reached at (888) 773-2888.

—Alan N. Canton
