



Past Guest Testimonials 2011

Excellent staff! From the Concierge, Front Desk, Housekeeping & Room Service. THANK YOU for the great teamwork & friendly and helpful staff.

Abdullah - January 2011

Excellent service provided - it's my home away from home. Thank you.

Lizbeth - January 2011

Fantastic stay, lovely hotel room and staff superb. Nice extra personal touches (i.e. birthday cake in room when we returned).

Michael - February

Concierge was really responsive before we arrived. Front desk staff was also very welcoming and helpful.

Robert - March 2011

We meet quarterly all over the world, and have come back three times to the Marriott Park Lane based on the service. In addition, the concierge service has been repeatedly helpful in arranging dinners in the neighborhood, once pulling together a formal dinner honoring a senior member of the group who was retiring at very short notice. We have had nothing but good experiences at this hotel - the staff is notably friendly and engaging, and responsive. It is one of my favorite hotels to visit; I know I won't have to struggle with any aspect of the meeting experience, and can relax after.

Melanie - March 2011

I stay at this hotel for three reasons. First, it is a Marriott, and I have had good experience with Marriott hotels. Second, my company has a corporate rate. Third, the location is convenient for me. In addition, the service is good--the staff is friendly and helpful.

Aaron - March 2011

We greatly enjoyed the hotel and the location was excellent. All the staff we came into contact were very professional and very helpful. We will come back to this hotel.

Tim - March 2011



We enjoyed our stay - check in and check out was very easy and the Concierge and staff very helpful. Great hotel and great location.

Bernard - March 2011

The service we received from all staff members was exceptional. Thank you for a fantastic stay and a most comfortable sleep!

Lily - March 2011

I stayed in 2 other hotels while in London and the Marriott Hotel Park Lane was by far and away superior to the other hotels. When I return to London I will definitely be staying at the Marriott Hotel Park Lane.

Keri - March 2011

Very friendly front desk staff, keen to offer assistance.

Paul - April 2011

The concierge was extremely helpful in arranging for my car pick up service to and from the airport as well as my dining reservations. He was cheerful and engaging and seemed to genuinely enjoy assisting my wife and I as did all of the staff at the concierge desk.

Stephen - April 2011

I would like to commend the manager who trains the staff at Marriott Park Lane. Marriott Park Lane never forgets that little touch, no matter how rarely I visit the hotel. The standard of service is very high, and staff provides it with a great smile.

Jaehyang - April 2011

Excellent reception staff member at the Front Desk. He was extremely helpful and went above and beyond to give me and my partner a lovely stay, especially since it was only for one evening. Lovely, peaceful hotel, very well presented. Extremely friendly and welcoming staff members.

Rebecca - April 2011