



**THE PALAZZO POSTS HIGHEST 2012 GLOBAL CASINO SATISFACTION RANKING
ACCORDING TO MARKET METRIX HOSPITALITY INDEX**

San Francisco, Calif. – February 13, 2013 – The Palazzo Resort & Casino tops the world’s highest customer satisfaction scores for 2012 for “Hotel Experience” and “Gaming Experience,” based on global results from the Market Metrix Hospitality Index (MMHI). The Babylon Casino at Fisherman's Wharf in Macau was the winner of these same categories among casinos in the Asia Pacific region.

MMHI data is collected from more than 40,000 travelers around the globe each quarter. Guests provide more than 200 details about their most recent hotel and casino experiences. The MMHI casino survey has two sections. “Hotel Experience” focuses on the guest stay and is based on the average rating of 14 product and service questions. The “Gaming Experience” section is comprised of 26 casino-oriented questions that are highly correlated with guest loyalty and recommendations.

The Americas

Among casinos in the Americas, The Palazzo received the highest customer satisfaction score for both “Hotel Experience” and “Gaming Experience” in 2012. Guests rave about the luxurious, Italian themed Palazzo saying, "It's a great hotel if you want the best," and "I can't believe they have a Lamborghini Dealership in the hotel!" Re-creating Venice’s legendary landmarks, The Palazzo is an all-suite, five diamond Las Vegas resort and is the second-largest building in the Western Hemisphere.

**2012 TOP 5 CASINO BRANDS
HOTEL EXPERIENCE - AMERICAS**

Region	Rank	Winning Brand	Segment	Customer Satisfaction
Americas	1	The Palazzo Resort & Casino	Upscale Casino	88.8
	2	MontBleu	Casino	88.2
	3	Mandalay Bay	Upscale Casino	88.1
	4	Hard Rock Las Vegas	Upscale Casino	87.8
	5	MGM Grand	Upscale Casino	87.5



**2012 TOP 5 CASINO BRANDS
GAMING EXPERIENCE - AMERICAS**

Region	Rank	Winning Brand	Segment	Customer Satisfaction
Americas	1	The Palazzo Resort & Casino	Upscale Casino	85.3
	2	Bellagio	Upscale Casino	84.4
	3	Hard Rock Las Vegas	Upscale Casino	84.2
	4	Caesars Palace	Upscale Casino	83.9
	5	Mandalay Bay	Upscale Casino	83.1

Asia Pacific

Casino gamblers in Asia Pacific have seen their options expand fast in recent years. Among casinos in the Asia Pacific region, the Babylon Casino at Fisherman's Wharf in Macau received the highest ratings for "Hotel Experience" and "Gaming Experience." The Babylon, a smaller, boutique casino, earns higher loyalty scores than competitors through superior guest service and personal attention.

**2012 TOP 5 CASINO BRANDS
HOTEL EXPERIENCE - APAC**

Region	Rank	Winning Brand	Segment	Customer Satisfaction
Asia Pacific	1	Babylon Casino Macau	Casino	82.1
	2	MGM Grand Macau	Upscale Casino	81.9
	3	The Venetian Macau	Upscale Casino	81.6
	4	Wynn Macau	Upscale Casino	81.5
	5	City of Dreams	Upscale Casino	81.4

**2012 TOP 5 CASINO BRANDS
GAMING EXPERIENCE - APAC**

Region	Rank	Winning Brand	Segment	Customer Satisfaction
Asia Pacific	1	Babylon Casino Macau	Casino	79.5
	2	Sands Macau	Upscale Casino	79.3
	3	City of Dreams	Upscale Casino	79.3
	4	MGM Grand Macau	Upscale Casino	78.7
	5	The Venetian Macau	Upscale Casino	78.2



Market Metrix

For more results from the Market Metrix Hospitality Index, visit www.marketmetrix.com.

About Market Metrix

Market Metrix is the leading provider of customer and employee feedback solutions for hospitality companies around the globe. By connecting feedback with revenue, Market Metrix helps hospitality businesses make smart investment decisions that both improve the guest experience and produce higher profits. Real-time feedback and action management drive timely service recovery, turning potential negative reviews into online raves. And no other feedback program offers the detailed global benchmarking of MMHI, allowing clients to spot gaps and opportunities in the context of key competitors. Market Metrix is essential to more than 14,000 businesses in over 70 countries, and has been helping forward-thinking executives profit from feedback since 1996. For more information, visit www.marketmetrix.com.

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