

Mobil Hotel Star Rating Criteria

A Mobil One-Star Lodging Establishment is a limited service Hotel/Motel that is considered a clean, comfortable and reliable establishment.

A Mobil Two-Star Lodging Establishment is a Hotel/Resort that is considered a clean, comfortable and reliable establishment, but also has expanded amenities, such as a full-service Restaurant on the property.

A Mobil Three-Star Lodging Establishment is a Hotel/Resort which is well-appointed, with a full-service Restaurant and expanded amenities, such as, but not limited to: fitness center, golf course, tennis courts, 24-hour room service, and optional turndown service.

A Mobil Four-Star Lodging Establishment is a Hotel/Resort/Inn which provides a luxury experience with expanded amenities in a distinctive environment. Services may include, but are not limited to: automatic turndown service, 24 hour room service, and valet parking.

A Mobil Five-Star Lodging Establishment provides consistently superlative service in an exceptionally distinctive luxury environment with expanded services. Attention to detail is evident throughout the Hotel/Resort/Inn from the bed linens to staff uniforms.

Mobil Travel Guide recognizes the individualized nature of many different types of lodging establishments, such as bed-and-breakfasts, limited service inns, guest ranches and other unique hotel properties. For that reason, we have chosen to place our stamp of approval on the properties that fall into this category in lieu of applying our traditional Mobil One – Five Star rating.

Lodging Criteria and Expectations

Note: The following criteria are suggested criteria of what a guest can generally expect at each star level. They are not individually mandated nor are they limited to those items listed below. These are merely a representative sampling of the hundreds of points covered during our inspection process. Additionally, at each level the lodging establishment is required to meet or exceed the requirements of the previous star rating. For example, a Two-Star hotel meets the criteria expectations of a Two-Star hotel as well as the One-Star hotel. A Three-Star hotel meets the criteria expectations of a Three-Star hotel, a Two-Star hotel and One-Star hotel, and so forth.

For the information on One-Star criteria see the next section.

Four-Star Lodgings

Four-Star Lodging Establishment indicates an outstanding hotel providing the guest with a luxury experience in a distinctive setting, including expanded amenities and exceptional service. Guests at a Four-Star Hotel, Resort or Inn can expect to find all of the qualities for a Three-Star Hotel, Resort or Inn plus the following characteristics:

Services Detail

- Written confirmation is automatic or offered, either by mail, fax or e-mail.
- Guests name is used effectively, but discreetly, as a signal of recognition.
- The time from arriving at the reception area until registration is complete does not exceed five minutes (includes queuing).
- Bed is plush and inviting with oversized or numerous pillows.
- Bedcovers are elegant and stylish and with linens of exceptional quality and comfort.
- All written information is provided on good quality paper or pads, custom-printed or logoed.
- Bathroom presentation and placement of amenities and linens is thoughtful, careful, and elegant.
- Fresh ice is provided during evening service or at another time during the day.
- Turndown service is automatically provided.
- During turndown service, guest clothing is neatly handled and guest toiletries are neatly arranged and displayed on a cloth or shelf.
- Room service is delivered within 30 minutes.
- Room service order is delivered within five minutes of quoted time.
- One hour pressing is available.

- If resort, two hour pressing available
- Same day laundry and dry cleaning is available seven days/week.
- Wake-up call is personalized with guest's name and time of day.
- Wake-up call is delivered within two minutes of requested time.
- Special service desk identified as concierge/guest service is situated apart from reception/front desk.
- If Inn, Workstation where guest can access Internet (may be "borrowed" office) is available.
- If spa services are present, treatments are begun and ended on schedule, within five minutes of expected or booked time.
- If spa services are present, during treatment, therapist appears to be genuinely expert, moving seamlessly through the treatment as described and expected.
- If casino services are present, when playing slots for more than 20 minutes, drink service is offered.
- If casino services are present, when playing a table game for more than 15 minutes, drink service is offered.

Facilities Detail

- Lobby areas feature elegant live plants and/or fresh floral displays.
- A dedicated and secure luggage storage area is available.
- Public phones are equipped with seats, privacy panels and pad/pens.
- Public washrooms are furnished with upgraded materials and appointments/luxurious design.
- Televisions feature premium cable TV (two movie channels, two all-news, two financial).
- Guest room telephones have two lines.

Guest Room Detail

- Selection of at least 10 hangers including a variety of bars, clips and padded.
- In-room safe is present.
- If Inn, in-room safe is present or readily accessible on-site.
- If minibar is present, it is non auto-charge, and premium products are attractively displayed.
- Bed is triple sheeted or features washable duvets.
- Live plants are present in guest rooms.
- Shaving/makeup, lighted magnifying mirror is present.

Specialized Facility Detail

- Fitness equipment is available with personal headphones/televisions.
- Current newspapers and national-title magazines are provided in fitness and locker areas.
- If spa, treatment rooms are equipped with individually controlled temperature and sound systems.

For information on the Five-Star criteria see the next section.

Five-Star Lodgings

Five-Star Lodging Establishment has consistently superlative service and expanded amenities in a luxurious, distinctive environment, making this establishment one of the best in the country. Guests at a Five-Star Hotel, Resort or Inn can expect to find all of the qualities for a Four-Star Hotel, Resort or Inn plus the following characteristics:

Services Detail

- Staff is extremely well spoken, polite and clear, avoids slang and phrase-fragments.
- Staff is extremely well informed about requirements within their department.
- Overall service is flawless from initial reservation call to departure service.
- Choice of at least two complimentary newspapers is distributed.
- Twenty-four hour room service is available, including hot food.
- Any work undertaken by the staff is handled with complete professionalism, as would be expected by professional secretaries; and returned to guests neatly, in folders or envelopes.
- If Inn, choice of at least two complimentary newspapers are offered on-site.
- If Inn, a restaurant on-site, serving full breakfast and dinner is available.
- If pool service is available, guests are proactively greeted and escorted to their chairs, and set-up assistance is provided or offered.

- If pool service is available, during a 90 minute period and in warm conditions, some sort of complimentary refreshment is offered (for example, mineral water, fresh fruit, water spritz).

Facilities Detail

- Public washrooms feature well-maintained cloth towels, fresh plants or flowers.

Guest Room Detail

- Each guest room has three phones, including one in the bathroom.
- CD player/stereo is present and functional.
- Ice bucket and glasses are high quality (glass, metal, stone etc.), with tongs which are clean and hygienic.
- Fresh flowers are present in guest rooms.
- Separate shower and tub are present in bathroom.

©Exxon Mobil Corporation

Hotel Star Rating Criteria

Understanding the Mobil Star Ratings process and the criteria for each Star-Rating level will give you the background you need to get the most out of the ratings and reviews on MobilTravelGuide.com.



Mobil Five-Star Hotels: An exceptionally distinctive luxury environment offering expanded amenities and consistently superlative service make these hotels and inns the best in the U.S. and Canada. Attention to detail and the anticipation of guests' every need are evident throughout this exclusive group of hotels. The Mobil Five-Star lodging category includes such hotels as The Peninsula Beverly Hills, the Four Seasons Hotel Chicago and The Ritz-Carlton San Francisco.



Mobil Four-Star Hotels: Outstanding establishment in a distinctive setting with expanded amenities and exceptional service to create a luxury experience. Services may include, but are not limited to, automatic turndown service, valet parking and 24-hour room service. The Ritz-Carlton Laguna Niguel, Mandarin Oriental Miami and Four Seasons Hotel Las Vegas are prominent names in the Mobil Four-Star category, known for personalized service and hospitality, in addition to luxurious accommodations.



Mobil Three-Star Hotels: Well-appointed establishment with a full service restaurant and expanded amenities and services such as, but not limited to, room service, fitness center and optional turndown service. Many Hyatt, Hilton, Marriott, and Westin hotels are established names in the Mobil Three-Star category. Other notable Three-Stars include The Beverly Hilton and the MGM Grand Hotel and Casino.



Mobil Two-Star Hotels: Comfortable establishment that is clean and reliable with expanded services including a full-service restaurant. Doubletree Hotels, Courtyard by Marriott and Four Points by Sheraton are well-established names in the Mobil Two-Star category.



Mobil One-Star Hotels: Clean, comfortable and reliable establishments with limited services and amenities. Some hotels may not have a full-service restaurant or dining room. Many Hampton Inns and Fairfield Inns consistently earn a Mobil One-Star rating