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Fiesta Americana Grand Chapultepec Mexico City, Mexico

Arrival/Check-in: After a four-hour fog delay on a red-eye flight, I arrived disheveled and exhausted at the Fiesta Americana Grand Chapultepec. The taxi door opened at the curb to reveal a bellman already in possession of my bag, ready to assist me out of the cab. The lobby was small but the desk staff efficient, and checking in was effortless. The bellman showed me to my room and explained every detail to insure my enjoyment and comfort. **(30/30)**

Guest Quarters: I had one of the corner suites for which this hotel is known.. A floor-to-ceiling bay window revealed a commanding view of Chapultepec Castle. The room was spacious and warm with marble and rich wood accents. The large sitting area was outfitted with plenty of media equipment and a special touch — a stationary bicycle for those who love to hit the gym but never quite make it. The full kitchen had a microwave, a refrigerator, a stovetop and dishes. The bed was comfortable and the duvet cozy. The in-room safe had an outlet to recharge phones, cameras or other items while keeping them locked away. The air conditioning wasn't working in the sitting area, but maintenance fixed it without my asking. Apparently housekeeping was on its toes and had reported the malfunction.

The bathroom was also well appointed. I was pleased to find not only Gilchrist and Soames products but larger-than-normal bottles, along with a razor and shaving cream. The power shower had me singing, but the missing robe cut the song short. The only update necessary would be flat-screen televisions — but who wants to watch TV

in such a beautiful city? Finally, as a city girl who now lives in the country, I admit that despite being on a higher floor, I was still disturbed by the road noise below. **(27/30)**

Services/Amenities: Before taking a much-needed nap, I decided to order room service for lunch. The service was quick and very friendly, and the food itself was tasty, with large portions, although not as hot as it could have been. The restaurant and bar on the property are perfectly suited to evening cocktails or a full meal.

The spa was small but well equipped with saunas, steam rooms, a Jacuzzi, a refreshment bar and a more-than-sufficient menu of treatments. I had a deep tissue massage, and the staff was very accommodating. **(38/40)**

The Experience: Fiesta Americana Grand Chapultepec is situated in a divine location. For guests on business, it is conveniently in the heart of the city. For those with leisure time, Chapultepec Park across the street offers plenty of diversion with museums and the castle. In a crowded and traffic-laden city, the park is an oasis of class and culture.

Total Score: 95/100 Morissa Pawl

FIESTA AMERICANA GRAND CHAPULTEPEC

Mariano Escobedo 756
 Colonia Anzures Distrito Federal
 Mexico City 11590, Mexico
 tel 55 25 81 15 00
www.fiestamericana.com