

OLD WORLD CHARM AND PERSONAL STAFF

The Hotel Mark Twain is a small hotel near Union Square in San Fran. I got an incredibly good rate there after contacting the hotel directly. To be honest, I was a little concerned because the rate was so good but I had never been to or seen the hotel except online. When I arrived, I was pleasantly surprised. The hotel had recently been renovated, and i got a decent sized room with good lighting. The room had a coffee maker etc and, even better, a small refrigerator. The hotel is not fancy in the sense of a Ritz Carlton, but it is small and personal and has old world charm to it. It has a lot of character. The staff was amazingly friendly. I spent almost two weeks there, and they knew my name and my room and constantly asked about my trip and so on. They were unbelievably personal about directing me to restaurants and events of my liking in the city. I would happily stay at this hotel again in the future. – ReadyToGOTraveler, Fort Lauderdale, May 25, 2007

WONDERFUL MARK TWAIN

The Mark Twain is centrally located to Union Square, Theatres, downtown shopping and the local Muni system that can take you to all the sites in SF. This hotel has recently been renovated and has comfortable rooms and friendly, helpful staff. the price is right. Can't wait to go back for another get away in our favorite city SF. – FreddyFoey, May 10, 2007

GREAT CUSTOMER SERVICE

The front desk clerk was nice and the hotel seemed to be in the middle of everything. – kelliarchuletta, Las Vegas, April 30, 2007

PERFECT PLACE TO STAY!

My girlfriend and I stayed at this hotel for a week, and it was the perfect place to stay for our first trip to San Francisco. The room was great as it had a historic feel to it, but also had a flat screen TV and an IPOD player. Our room was cleaned every day regardless of the time we left the room (a couple days pretty late!). The staff was wonderful, they had great information, and were very helpful in helping us book many tourist attractions, including the wine tours. We also received many tips on places to eat, shop and drink. (Ask for Kevin who gave us most of our information!). This was great cause nether of us had been to the area before. The location seemed to be in the center of everything we wanted to do, so we walked just about everywhere we wanted to go. I would recommend this hotel to anyone visiting San Fran, and when we travel out there again, it is where we are staying. – Snarfy22, Charlotte, April 23, 2007

THE MARK TWAIN IS TRULY A TASTE OF CLASSIC SAN FRANCISCO!

How to describe the Mark Twain Hotel?? Well, I consider the Mark Twain a TRUE San Francisco Classic! We were greeted with a friendly smile and the best customer service we had seen in a long long time! We felt so welcome right from the start! The woman at the front desk was fantastic and I have to also mention that we were lucky enough to meet the Sales Manager, Kevin too! He is truly an asset to the hotel! His love for his city really shows and he exhibits by far, the BEST customer service I have experienced! I have trained many people in customer service and Kevin would be rated the absolute top in the business!

The hotel itself has a quaint, lovely atmosphere! It simply showed me that the olde San Francisco class still exists! Our room was wonderful! The room faced Taylor street and yes, we did hear some traffic outside, but that is part of life in the heart of the City! San Francisco pulses with life! After all, the PEOPLE ARE San Francisco! They are its never ending charm! Even the homeless are curious and if you don't want to give to them, they simply smile and say "thank you anyway!" We found that from the cab drivers, to the homeless, ALL take pride in their city! So refreshing! If you want complete quiet and solitude, I suggest you take a holiday in the mountains rather than in a great city like San Francisco. Our room was decorated with olde San Francisco Charm and was quite comfortable! Large room and we loved the walk in closet! Big Bathroom as well! Such a deal for the price! The old radiator hissed out tales of the olde City and put out more than enough heat! The Mark Twain is truly an asset to San Francisco, if you want Class, Charm and great Service, than this is the hotel for you! We WILL stay again and again at the Mark Twain! We truly now have left our hearts in San Francisco! At the Hotel Mark Twain, of course! – Mophil, Harrow UK, Feb. 4, 2007

FAIR VALUE, GREAT LOCATION. (edited):

Hi stayed there for the Oracle Open World 2006 convention from October 21 to 28.

The room had a lot of space if you compare to other hotel in the area that have very small room (King George).

The fridge in the room was really appreciated. I also enjoyed the big walk-in closet where you have a safe that you could use for free.

I asked for a quiet room not facing Taylor Street and they put me in the back on the second floor (room #214) and it was perfect.

And finally, the staff was great. Gary, Christina and Jasmine at the front desk were very helpfull and were always ready to help you for whatever you needed. They provided me with directions, ideas, suggestion for visits, etc.

Gary was always trying to make your stay the best experience you could have, even

when he was pretty busy you would never see his smile disappear.

I would go back there not because of the room because I am sure I could find a lot of room equivalent, but because of the great staff. – Marco, Canada, Nov. 4, 2006

QUIT YOUR COMPLAINING!

I will start by saying that I was a bit concerned booking a stay at this hotel based on prior reviews, although most of them were from October or so 2005. I was meeting a friend from Seattle who had meeting at the Spanish Consulate on Sutter Street, so I needed a hotel in the area that was within walking distance from everything and that is exactly what I got at Hotel Mark Twain. The reason I was concerned is that in addition to myself, my two sons, ages 10 and 3, along with my wife were accompanying me.

The location was right on and although it is near the part of town where my buddies and I used to go when we were in high school and college to get in trouble, I felt comfortable and safe the entire stay. I found street parking about three blocks away although it would have been much easier to just use the valet at \$30. When walking around I saw other places from \$15 to \$25. Having lived in downtown Seattle for seven years, the urban streets did not intimidate us. As long as you just walk, mind your own business, and be polite if asked anything, you will have absolutely no problems. There is also a Walgreens one block up, which is convenient as I had a cold and forgot my medicine. There are many restaurants in the area that will certainly please you and the restaurant next to the hotel (I think it is named Taylor Street Cafe) was one of the best breakfast places I have eaten in a while. Beware, it only takes cash though. The Warfield Theatre is only three blocks away only with Union Square.

The front desk staff were very nice and I was checked in promptly. The room was good enough for the two day stay. I am not sure why some people are so concerned about the room size and stuff like that. Even though I was there with my kids, I still spent very little time in the room. The bathroom was clean and nice and everything worked like it was supposed to.

The elevator was, as reviewed, a little small, but my friend I was meeting, who is European, said that the elevator was actually twice as big as the ones over there. I made a mental note that when I finally do make to to Europe, I will double check the elevator specifications. The only real disappointment was the bar downstairs. I was expecting a little more night life there, but after dinner when we returned to the hotel, we went to get some drinks and socialize. They had no one there and when someone did arrive, they only had beer and wine. I am a margarita man, so we just went up one block and had a good time. It will not affect my future stay, but if you are thinking of bringing the party back to the hotel, you may be disappointed as well.

Check out went just as smooth as check in and within minutes, we were on road back to

Sacramento. I will be coming to S.F. about every other month for a weekend and will certainly use this hotel. – TripAdvisor Member, Sacramento, March 31, 2006

SOLID VALUE – EUROPEAN FEEL

Great value for SF! No, this is not the Hilton. It is the classic old hotel that has been reworked over the years. Rooms/bath are small by midwest american standards but would be right on the mark if you were traveling thru europe. Linen service was great. Rooms were clean. Paint was showing some wear in bath room but crews were busy reworking rooms on our floor. Front desk staff was more than happy to help when asked but were quiet and reserved otherwise. Two blocks from great shopping. Nice little breakfast/lunch place next door. If you want to LIVE in this room you should probably look else where. If you want a room to SLEEP in after a long day of site seeing and shopping, this is the place. And at 1/3 the Hilton price I would return. – Colts/Pacers, Indianapolis, IN, Nov. 5, 2005