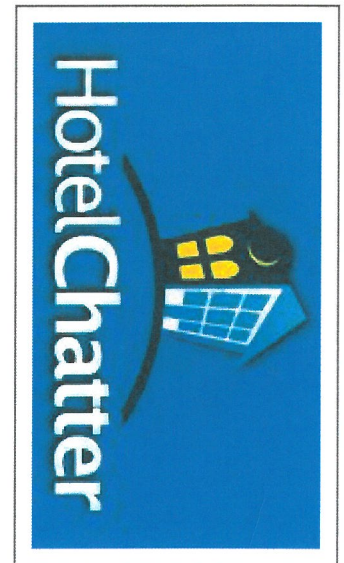


Pad Thai and Body Pillows at the Hotel Lucia and Hotel deLuxe

Where: [Portland, OR, United States, 97204](#)
May 3, 2011 at 3:32 PM | by [ASchechter](#)



If you've never heard of them before, **Provenance Hotels** is a small boutique chain based out of Portland, Ore., with just five hotels in Oregon, Washington, and Tennessee (not to mention a [new location in San Francisco](#) at the Hotel Frank).

Last week, we got the opportunity to check out two of their Portland hotels, the **Hotel Lucia** and the **Hotel deLuxe**.

Located blocks from each other in Portland's steadily growing downtown area, both hotels are housed in converted buildings from the 1900s, and both offer clean, artsy rooms with incredible service. In fact, if it weren't for the added glitziness and brighter colors of the deLuxe, we might have had a hard time telling them apart.

Read below to get the full scoop, and find out what tipped the scales!

Walking into the Lucia gives you an immediate sense of the hotel's **commitment to authenticity**: fresh flowers, bowls filled with Granny Smith apples, immaculate furniture, and diverse art—all meticulously labeled.

As if the whole place weren't visually striking enough, a certain credibility was added when we happened upon resident gardener Anita, who maintains all the fresh flora in both the rooms and the lobby. We think she'd be a good candidate for the [Coolest Hotel Jobs](#) category. Pruning flowers in hotel lobbies all day—what a life!

As far as amenities go, Provenance has taken everything into consideration: iPod docks, flat screen TVs, his-and-hers bathrooms (yes, the Junior Suite had two bathrooms) and most importantly, a gimmicky room service feature installed on every phone in the hotel.

"Make It So" (or "Get It Now", depending on which hotel you're in) is a tiny speed-dial button guests can use to request any item at any time of the day—quite literally, your wish is their command.

During our stay, we tested out this feature with some reasonable requests (an iPod, an extra terry-cloth bathrobe) and some not-so reasonable requests (six extra body pillows—they have an entire [Pillow Menu](#) after all!), and we're happy to report they were all honored in an efficient, timely manner. God knows, we would have been pissed if those six body pillows didn't arrive in time for our bedtime story.