



**DON'T TAKE OUR WORD FOR IT...**

## **GROUP POST EVENT SURVEY: US Soybean Exports Council**

**Group Reservations Process:** Top notch; Marilyn is so good, so fast, so pleasant. Changes were not a problem; she took the many changes in stride. She maintained constant contact closely monitoring the sold out situation. Really knows how to treat costumers.

**Group Check In Process:** Smooth and simple. Mikie is excellent; he answered all questions and tended to all. Great front desk staff; very pleasant and actually smiled. Guillermo and Angelica were great to work with. Zandra was great too.

**Group Billing:** Excellent. Norma is so good, so pleasant. Love her smile. She's very detailed; great follow up on discrepancies. She's meticulous, thorough and helpful.

**Meeting Setup:** Excellent. The set up team was very patient. Onix was great. He's very detailed. Had never worked before with such a good set up team. They work hard and move quickly. They all look impeccable and very professional. Danny was great. All of the banquet crew was amazing.

**Convention Service Manager:** Hope the Hotel realizes what a gem we have in Natalia. In my 15 years as a meeting planner, she's by far the best I have worked with. Would hire her in a minute. She sees the big picture. Very detailed and organized. Amazing how the rest of the staff responds to her. They actually wait outside the room to see what she wants. Uncanny ability to spread warmth (President of US Soybean is not very friendly, so it was surprising to see him walk over to Natalia every morning to greet her.

**Overall Food & Beverage Experience:** Presentation was beautiful. Attendees commented on the fruit and vegetable carvings. Food was excellent. Many wonderful comments.

**Likelihood to Recommend / Return:** Yes, very, very likely