



## What meeting planners are saying about Hotel Valencia Riverwalk.

"The process and accommodations were exemplary."

**Bob Karp/Kevin Hendrick, ADP Sales**

"Lovely hotel, great space. We checked in at 2am on the night prior to our event. Service was great, Jing Hao (Conference Services Manger) was very helpful throughout and each person that we dealt with was very helpful and pleasant. Great time had by all and we would return!"

**Cara Spaulding, Military Prestige Marketing**

"As always, the staff did an outstanding job. I have dealt with many hotels but Hotel Valencia is by far the BEST!"

**Mike Buergler, U.S. Food Service**

"Your staff did an EXCELLENT job of getting our group checked in and out in a timely matter. All of you adjusted well to our schedule changes and never seemed bothered. Our stay was very enjoyable. Dawn Taylor (Senior Sales Manager) and Sarah Linley (Conference Services Manager) and the rest of your staff could not have done a better job! Thank you."

**John Burnett/Elizabeth Rivas, Fox Sports Net**

"Working with Sarah Linley (Conference Services Manager) and Allison Balfour (Group Sales Manager) on getting all of my meeting plans, room reservations and food service was exceptional. As you know I had many issues with an event planning company and the both of you made me feel like everything was going to be okay and work out smoothly. Sarah, you have a great gift of calming and making sure everything is done accurately so thank you."

**Tina Hornsby, GE HealthCare**

"Overall, great job!"

**Lonnie Flemings, Tyson Foods**

"Sarah Linley (Conference Services Manager) was a gem. I wish there was someone like her at every hotel. She shows HIGH attention to detail and immediately understood the dynamics and idiosyncrasies of our group. She was always available to us at any time of the day or night and consistently went above and beyond the call of duty."

**Nicole D. Frank, NBA Entertainment**

"Nothing but good comments from our customers about the whole event. Everyone loved the rooms, the atmosphere and the city. We will definitely be back the next time we have business in San Antonio. Thanks to your whole staff for all their hard work and dedication."

**Raymond Valencia, Trelleborg Wheel Systems**

"We were very happy with Hotel Valencia. Service was great-they added things at the last minute, in a timely manner with a smile. The Spurs won the Championship the night my group stayed and while it was loud on the streets, they appreciated the notes that were left in their rooms indicating it might be loud. Advance warning of any inconvenience is always a hit."

**Anne Johnston, AT&T**

"We look forward to visiting the Valencia and San Antonio Riverwalk next year for training again. You did an outstanding job for us, and we want you to know that all was appreciated! It was a pleasure working with you."

**Leanne K. Marshall, Floresville ISD**

"Thanks for providing us with excellent customer service; quality and a great visit to your hotel, and a pleasant group of people to work with. We look forward to visiting with you again."

**Ronnette White, AARP**

"Perfect!"

**Kim Nowak, BP Pipelines**

"The entire staff of this property was service oriented and went out of their way to assist our guests. Requests were dealt with promptly and efficiently. I would rate the service as 'Outstanding.'"

**Ted Jones, G.E. Shiner**

"Thank you for your flexibility, patience and professional customer service."

**Tamara L. Cummings, Aramark**

"Loved the experience!"

**Cheryl Morgan, American Academy of Pediatrics**

*"Truly an exceptional experience. The service was first rate! Every detail was covered and if I needed anything special, the service was provided. I will definitely recommend your hotel."*

**David Gibson, Active Communications International**

*"We were pleased with the entire process and stay at Hotel Valencia. We had a relatively small group of 10-12 but were treated like we were special"*

**Mike DeBord, Advancial Federal Credit Unions**

*"I was not on-site for the meeting...but feedback on service was outstanding. Sarah (Conference Services Manager) was amazingly organized, thorough and proactive. She even called me from home in an ice storm! She made my job easy. Would love to come back. Thank You!"*

**Andrea Napralla, American Marketing Association**

*"Thank you for your hard work and dedication towards making our retreat a success. The entire staff at Hotel Valencia was exceptional and all of you made us feel like we were at home. We were very proud and grateful for the relationship Holly Hills and the Hotel Valencia have formed. Again thank you."*

**Saundee Barton, Holly Hills**

*"All of our clients said this was the best they had ever attended. I couldn't have pulled it off without the help and guidance of Sarah Linley (Conference Services Manager) and Dawn Taylor (Senior Sales Manager). We had a lot of requests during the conference and Sarah kept her 'cool' under fire and made this a memorable conference. You all are to be commended for a job well done."*

**Belinda Hailey, Oberthur Gaming**

*"Thank you for an excellent meeting. Everyone on the staff was fantastic."*

**Jennifer Yanni, Anesiva**

*"Great experience. Thank you for taking such good care of our team."*

**Betty Araya, Wells Fargo**

*"For a smaller meeting, this property was perfect. We were very pleased with everything."*

**Cynthia Carson, Depuy Orthopedics**

*"Thank you many times for helping me with all my needs for a most successful meeting—you made it a pleasurable task. Mostly, you made me feel 'truly at home' at the Valencia."*

**Paco Bendana, Anheuser Busch**

*"Thank you for tremendous support and efforts in making this a successful program! The ASE Group and Valencia formed a great partnership and we appreciate all the extra attention to detail."*

**Morgan McBee, Pepsi Co. Incorporated**

*"Thank you and the hotel staff for all the hard work you did for Greiner's National Sales Meeting. Without you, our meeting would not have been a success! I know that I changed things up to the last minute but you and the staff always were very pleasant and granted all my requests in a timely manner."*

**Brad Helton, Greiner Bio-One**

*"Would recommend Hotel Valencia to anyone. A stunningly beautiful property, nicely located on the Riverwalk. Excellent service."*

**Donald Delauter, IMLS**

*"I received many positive comments about the hotel and the catering. It was our best meeting ever. Thank you for helping us make it so."*

**Jody Snowden, The Marlin Co.**

*"Everyone was very nice and we really enjoyed our stay. Thank you."*

**Michelle L. Aguello, Arguello/Leal Wedding**

*"Great hotel, location, staff is outstanding."*

**Gene Blahato, DEA**

*"Staff and accommodations were excellent. We certainly enjoyed our stay. Looking forward to next time!"*

**JoAnn Buchanan, Ft. Davis State Bank**