

Client Testimonials



“More than just the conference activities, I was impressed with the friendliness and competence of the entire hotel staff. I have never been treated better at a hotel, and made to feel more at home than at your hotel.”

Hilton Orlando Meeting Testimonials

(February 21, 2011)

Mr. Gehret,

SMALL SIZE GROUP (10-175)

I wanted to take the opportunity to provide some feedback in regards to your staff in the exec lounge on a visit I had to your hotel last week. I'm sure you probably hear mostly negative feedback and complaints, but I thought I would pass along some positive comments from my recent stay. Your team up there – (Heath, Cara, Chris, Caitlin, and Megan), provided absolutely fantastic service to myself and a co-worker I was travelling with last week. From check in to check out they were nothing less than attentive, professional, friendly and extremely engaging. I am a very loyal Hilton traveler and your team is among the best at the locations I've stayed at. They even talked me into coming back for a few days in early April with my 2 little girls to spend some time at the resort over spring break and helped me set up the reservation. The rest of your property was very well maintained and serviced as well, but unfortunately I did not get as much time with the rest of your staff as I did in the 19th floor. Please pass these remarks along to that team and thank them again for a good week in Orlando. In my humble opinion, they deserve to be recognized for their efforts. I'm looking forward to coming back down in April.

Regards,

**Jim
Arthrex**

(February 11th, 2011)

Dear Mr. Doug Gehret,

LARGE SIZE GROUP (351-UP)

I wanted to take a moment and recognize one of your valued employees who went above and beyond the traditional "call of duty" in regards to a personal mishap.

While attending the recent NAFEM show on the 10th of February 2011, I'm embarrassed to say that I spilled my coffee on my recently pressed white company monogrammed dress shirt. A typical spill is one thing but this just occurred as I was running late to an important meeting within the South Convention Center. As you can imagine, this is not the ideal way to start off my day or trip for that matter.

In a panicked state, I stopped by the closest gift shop to purchase a "Clorox" Bleach Pen or something equal. Just as "luck" would have it, this type of item is not available for purchase. Hilton Employee Holly Myerson informed me of this devastating news (or what seemed to be devastating at that time) and explained the reason behind it. Holly could sense my level of stress and then noticed that I was wearing an undershirt. She asked if I would be okay to remove my shirt in the fitting room behind the register and she would see what she could do in regards to removing the stain. She proceeded to work on my stained shirt as if it were her own; eventually removing the entire stain to the point where it was not noticeable even as it was addressed to my fellow associates. May I remind you that this was an extremely new, custom, WHITE dress shirt and the stain was about five inches in diameter? She also insisted on a quick steam to help reduce the "fatigued" material.

Holly and her fellow associate Victoria Cordova managed to save my day by going above and beyond their normal job description and utilizing a little extra "customer service" and "heart"... Something that is not as common and over-looked these days.

Holly Myerson deserves praise for her caring touch that seemed to be applied without instinct. I sincerely appreciated what she did and informed my many associates of my stressful experience, yet positive outcome at Hilton's "Destination Essential's" gift shop.
Thanks Again Holly Myerson!

Sincerely-

**Strategic Business Development Manager of Arizona
M.A. Jensen
trc Marketing, Inc.**

(December 07, 2010)

Dear Jackie,

LARGE SIZE GROUP (351-UP)

As we nearly come to a close after 8 *long* days and numerous meetings, we would like to take the opportunity to officially thank you for your professionalism, hard work, flexibility and attentiveness. Rebecca and I between us have nearly 20 years of meeting planning experience across the globe and we both agreed that you are one of the best

planners we have ever had the pleasant opportunity to work with. Thanks also to Cheryl Flesch and Hilary Headrick who have been working hard behind the scenes supporting you.

We would also like to thank Shauna Labbee and Michaela Nobrega who have been extremely pleasant to work with and always readily available to help throughout our stay.

A special thank you goes to Hairo, Silvestre, Linda and Carlos from the banqueting team for their 'Platinum' service each day and every day, always going that extra step to assist us and our clients and make our stay a pleasant one.

Doug, you have an extremely strong team that you must be proud of and I am pleased to advise that my client has advised that he would certainly ensure that the Hilton Orlando Hotel was his first choice for his next trip to Orlando and was not disappointed that he did not go with the other hotel option for ASH.

Thanks again to Jackie and her team!

Best regards,

Dean and Rebecca

Dean Davies
Senior Meetings Specialist

(November 18, 2010)

SMALL SIZE GROUP (10-175)

Thank you Jason.

Our experience at the Hilton Orlando was one of great pleasure. Your team did a great job, front desk folks are awesome and bellman were terrific. Thanks again for all your help and I will look forward to responding to the survey. We are looking for rooms in 2011 at your Las Vegas property for substantially more rooms directly due to the great experience in Orlando. Thanks again!

Peggy Cunningham
EVP, AFFLINK Business Services

(November 09, 2010)

MID SIZE GROUP (176-350)

Dear Doug:

Our CEO Council last weekend at the Orlando Hilton was a tremendous success on so many levels. I wish you could have personally witnessed the delight the participants exhibited at *every* meal, in the *lovely, comfortable* meeting space, and at the *amazing* dinners and tour of your beautiful property. This was an ideal group of decision makers to bring to the property; all of them host many large and small meetings each year and are always on the lookout for a perfect match for their needs.

Your Hilton Orlando team is remarkable – so thoughtful in anticipating our needs and wishes. Please convey our appreciation to Director of Sales Donna Kelley, Sales Manager John Brooks, and Event Manager Becky Pratt. And the amenities were first class; we appreciate your thoughtfulness and generosity. Kudos to your outstanding team of chefs; every meal we had was a delight. The presentation and quality of the food were exceptional. The hotel and property are such gems; we enjoyed the site tour and are much more familiar now with how the property can meet our needs. You all have a lot to be proud of. We felt pampered. We needed that!

Special thanks go to our FSAE member and your Senior Sales Manager Joe Critelli. As always, he was his usual perfectly gracious self. Our association executives have such great respect for Joe. He worked with Richard Miseyko and me to provide the first class rooms, dining and meeting locations that we enjoyed. You must be very proud to have him as a member of your team; he is the personification of professionalism. Hosting our event was an excellent method of showcasing your beautiful property to entice the attendees to return by scheduling their own conferences, conventions and events there.

We are proud that FSAE can make it easier to access the association market by being the recognized public spokesperson and leading resource for information on associations. We represent more than 400 associations whose combined membership exceeds 1.5 million Floridians. These associations also employ 60,000+ Floridians, and spend more than \$1.7 billion dollars each year in the state of Florida. Thank you for your thoughtfulness and generosity; we hope it brings significant returns to the Hilton Orlando. We'll be printing a thank you note to your hotel in my column of the November /December issue of our Source magazine; that magazine has a circulation of 1100 professionals.

Thank you also for the standard you set for the hospitality industry, Doug. Congratulations on being able to give your guests a memorable experience every time. We'll come back for more!

Best wishes for your continued success,

J. Gray
Florida Society of Association Executives (FSAE)

(October 21, 2010)

Mr. Gehret

SMALL SIZE GROUP (10-175)

I feel it is important to share my experience with you as a guest in your hotel. I need to frame this up for you a bit.

I work for a large Veterinary practice (Banfield) and we pride ourselves in the delivery of quality medical care for our clients pets. I am responsible for the delivery of some of our Learning and Development initiatives. Recently we introduced a client service program (ExCEED) that is intended to become a part of our culture e.g. "Treating pets like family".

So we are at the stage of providing this education for our field leadership teams. The Midwest Region held their meeting with your hotel and I tagged along to support our Field Trainers as they introduced this new program. There were a lot of moving parts as it was a first time delivery for the Trainers etc. Following this they will begin to introduce the program to our hospital teams (760 hospitals in all) to educate and address our opportunities in client service. So needless to say it is a big deal and things needed to go right.

That being said, you need to know that your hotel team/staff/ associates, however you refer to them, were 100% consistent in delivery of a great experience. Whenever I turned for assistance, from the banquet team to convention services to the business center to the front desk and bell stand your team "nailed it".

John in CS or banquets helped me as we needed the room reset for the next morning presentation. He and Luis responded like I was there only client. Randall in the business center helped me get a copy of a manual made last minute and was on time as promised. Frank and Bob with AV were outstanding as I wasn't sure of what I would need from a sound perspective. Bob introduced himself and told me Frank would in around at 6:00 am the next morning if I needed him and I did of course...Frank made it work better than expected.

The desk at check-in came around the front to give me my room key and they consistently practiced the 5 -10 rule when approached.

I had a meal in David's with a colleague and Lindsey was attentive, friendly and had a great sense of humor.

Honestly everywhere I turned it was consistently great.

I don't normally do this but I do like to recognize success when I see it. In my opinion you and your team have a lot to be proud of. Congratulations, and please pass it along.

I know we (Banfield) will get to that next level someday, the journey is long and not easy.....but as we know, well worth it.

Sincerely,

M. Mason
Sr. Director Learning & Development
Banfield, The Pet Hospital

(October 6, 2010)

Dear Mr. Gehret,

LARGE SIZE GROUP (351-UP)

I am a science teacher at Florida Virtual School and had the privilege of staying at your hotel last week for our annual conference. I have stayed at many beautiful, exclusive hotels in my life. I can tell you it's not the building that makes the stay; it's the people. You can be proud of your staff! Your hotel's customer service surpassed anything I have ever experienced! I was so impressed with your restaurant staff that I asked my server, Linda Taylor, to please ask her manager to come so I could speak with him. I am sorry, I didn't get a chance to write the manager's name to mention him by name. The way our school was greeted at every meal, having our chairs pulled out for us, never having to ask for refills, having every need met was truly an extraordinary experience! I was thrilled when I learned

we are coming to your hotel again next year! I wasn't able to get all of the server's names over the week, but I can tell you that they were all exemplary. All of your staff, not just the servers, are accommodating and gracious. I believe I know your secret...I had a wonderful principal that told me, "If you keep your people happy, your school will run itself". Your staff is happy! Linda Taylor could not say enough kind words about her manager. She told me even if she gets 3 hours of sleep between shifts, she is still enthusiastic to go to work. Linda never missed a beat...she made sure that our table was well taken care of! That says volumes about the people you have chosen as your management staff. Your pastry chef, Thomas Huebner, is outstanding! I asked to speak with him as well. We always have desserts available to us at conferences, but I have never had pastries like what your hotel offered. I think I gained 5 pounds in three days! I saw women who normally pass on dessert go back for seconds:) My daughter is a culinary arts student currently and her passion is baking and pastries. I told Thomas that his cream puffs were as good as my daughters...and that's a compliment! I just wanted to take time to share with you my praises for your staff. I look forward to staying again next year, and I plan on going to all known hotel rating websites and rave about your facility!

Keep up the fantastic work!

Sincerely,

S. Noordeloos
Earth Space Science Instructor
Florida Virtual School

(September 10, 2010)

Mr. Stirewalt

LARGE SIZE GROUP (351-UP)

I just wanted to let you know how impressed I was, with the friendliness of your entire staff. Everybody, that I met seemed genuinely happy to see me, during the recent AREMA show. I travel about 300 nights a year, all over the world, and can honestly say that your people are the most welcoming of any group I have ever met.

Keep up the great work!

D. Randolph
President and Chief Executive Officer
ORGO-THERMIT, Inc.

(September 09, 2010)

Mr. Gehret,

LARGE SIZE GROUP (351-UP)

Thought I would take a minute and give you some feedback on our recent American Railway Engineering and Maintenance-of-Way Association conference held at the Orlando Hilton.

I have been a professional traveler for over 35 years and have attended conferences and stayed in some of the best hotels in North America and Europe, so feel qualified to give an objective comparison.

Your facilities were ideal for our type and size of conference. As a relatively new facility we expected everything to be in good condition and were not disappointed. The conference hall and meeting rooms fit out needs very well and the systems were excellent. I was very impressed with your hotel and how well it is maintained.

I was most impressed with your people. Tammy Gentile and Todd Fisher and their folks gave us excellent service for our conference and we are extremely pleased with how everything was handled. More than just the conference activities, I was impressed with the friendliness and competence of the entire hotel staff. I have never been treated better at a hotel, and made to feel more at home than at your hotel.

Please pass my appreciation and gratitude for a job well done to the entire hotel staff.

B. Van Trump
Sr. AVP Engineering
Union Pacific Railroad
Past President AREMA

(August 05, 2010)

Kim,

LARGE SIZE GROUP (351-UP)

Thanks for your below follow-up note and for all of your excellent work with the NHIA Team onsite last week! Your below choice and use of the word "partnership" couldn't have been better selected—so much of NHIA's critical

mission is advanced via our Annual Conference, and the best way for us to achieve success is through authentic partnership and collaboration with each and every person on the NHIA Annual Conference Team, most definitely inclusive of you and your Hilton colleagues!

Kim, you are such a critical part of our 2011 NHIA Annual Conference Team and I so valued all of your focused time, skill and attention that you offered us all last week—our site visit work in Orlando was VERY productive, in no small measure to you and all the genuine collaboration you offered to us all throughout our many detailed questions, tours and brainstorming sessions. Additionally, I also thank you, in advance, for your continued support and commitment through the conference implementation next April 2011...given all the care and focus you brought to our work last week, I am sure you will assist us greatly in achieving an ultimate, huge success next April too!

Your authenticity and commitment already speaks volumes—and represents Hilton well. **Thanks Kim!**

Talk to you soon!

S. Jurich
Vice President of Operations & Chief Operating Officer
National Home Infusion Association

(June 11, 2010)
Doug –

LARGE SIZE GROUP (351-UP)

Thank you to you and your team for two very successful programs for CSC! We'll do a proper thank you next week when the dust has settled, but before we head out the door, wanted to acknowledge the efforts, hard work and assistance that your team has provided, including some very outstanding customer service.

On behalf of CSC, Epic Productions and streamlinevents – please thank everyone for a job well done – the team is truly to be commended for setting a very high bar of achievement.

We look forward to doing it again next year!

Kind Regards,

A. Chinn, President
streamlinevents, inc.

(May 02, 2010)
Dear Mr. Gehret:

LARGE SIZE GROUP (351-UP)

I wanted to take the time to commend your hotel for having the foresight in hiring staff personal Linda Taylor, Heather Bennage, Brenda Fisher and Jason Slighman. Recently I was a guest of the Hilton for a week-long meeting. As you can imagine, a week away from home can be demanding however from the first moment I met Linda I felt like I had a new home. She accommodated my little requests without hesitation and greeted me daily which at one point had impressed my bosses. They were amazed that she knew my name and of the friendship that we had struck up in such little time. It went beyond accommodating my requests. Linda conversed with me whenever possible regarding myself, and my family. There was a true and sincere caring that I had felt.

However it extended beyond just the relationship with Ms Taylor. As I was exposed to other key staff members that same warm, friendly feeling was received. I met Tropics Bar staff member Heather Bennage where I experienced that "family feeling" I had experienced with Linda and also from Brenda.

Because of the exceptional, above and beyond service that I received I sought out management where I met Jason Slighman. As you will note I took it upon myself to gather information regarding these staff members so that I could personally bring it to your attention in hopes that they receive the recognition they so rightfully deserve.

In fact this friendship still exists today. I recently was traveling through Orlando to Palm Beach and made a point of stopping in Orlando so my real family could meet my "extended" family.

It's rare when you have employees that are so dedicated to their profession. Linda, Heather, Brenda, and Jason are truly a benefit to your organization.

I want you to also know that I have contacted Abbott Laboratories Travel and Meeting Department and have shared my delightful experience in hopes that the next time we are in Orlando for business that Abbott Laboratories chooses

your hotel but more importantly I look forward to Linda and company making me feel that I have a home away from home. They are definitely a keeper for Hilton.

Respectfully,

E. Rutledge III
Abbott Laboratories

(April 20, 2010)

Hello Mr. Gehret,

LARGE SIZE GROUP (351-UP)

I wanted to write to thank you and your staff for making our stay so pleasant. My company's annual meeting was a huge success and your staff helped so much!

I specifically wanted to thank:

- Carlos Lopez
- John Barbera
- Elsa (never got her last name)
- Daniel Perconelli (sp?)

I look forward in returning to your hotel at some point in the future whether it's for business or pleasure.

J

M.C. Pacheco
EA to the President and CEO, John F. Sturm
Liaison to the NAA Board of Directors
Newspaper Association of America

(March 24, 2010)

Dear Doug,

LARGE SIZE GROUP (351-UP)

I have nearly recovered from 7 days of Summit in Orlando and Sunday, March 21, 2010 (my version of Pearl Harbor). We are now safely in Nassau and everyone is having a good time. Arrived to hurricane-like weather for our outdoor welcome beach barbeque so scrambled to move it indoors and decorate in four hours.

I just wanted to take a moment to tell you that your team did an incredible job! The feedback from our distributors has been overwhelmingly positive, many saying it was the best event ever. I am certain I am forgetting people on this email so please feel free to forward to everyone. A couple of things I want to highlight:

The flexibility of Jason and his team to change things on the fly under tremendous pressure

The quality of the food and beverage
The fact that every single staff member I came in contact with was friendly (and I wasn't wearing a Hilton VIP pin)
Have never, anywhere in my life, had housekeeping as detailed as the service provided last week at the Hilton

I could go on and on, but as you probably heard Tina Turner's song 100 times last week, you guys are Simply the Best. Thank you so very much for providing the level of service we expected and appreciated your personal visibility during the week.

All the best,

T. Mahan
Director, Corporate Events
Herbalife International

(March 17, 2010)

Good Afternoon Doug,

MID SIZE GROUP (176-350)

I would like to thank you for having the Pfizer P-family at your beautiful hotel. My manager Dan Meyers who is Pfizer's State Director for Florida was absolutely impressed, and he stated, "Tracy, the meeting was flawless". I do apologize that the two of you did not have an opportunity to formally meet. However, we do have several smaller monthly meetings that we would like to book in advance.

The hotel, the food, and the entire hotel staff was absolutely outstanding. However, I worked directly with Kim Lightbourne and I am amazed at her work ethic. She is very professional and a genuine delight to work with. I had so many different business cards, that I did not know who to call. However, I would call Kim and she was always available and was willing to help, even if she was not the person I was supposed to speak with she always went above and beyond to help. She is a very precise individual and followed up to make sure my group was taken care of.

During and since the meeting, I have received rave reviews from my Pfizer colleagues throughout the State of Florida. Everyone, who communicated with me advise me of how much they enjoyed the hotel ambience, meeting location, food, and the customer service. Thank you again and I look forward to working with the Hilton Orlando in the future.

Warm Regards,

T.M. Powell
Pfizer Inc. State of Florida Regional Coordinator

(March 05, 2010)

Kim, Shannon & Candice,

LARGE SIZE GROUP (351-UP)

Sorry for taking so long to write - I think my brain had to detox from this program first. :)

In our weekly department meeting, we give out wow-stories to co-workers and suppliers who just went above and beyond and you and your whole property got a big one from us!

I have never experienced so many hotel employees checking on us and this was not just noticed by me. You were there when we needed you and anticipated our needs. To no surprise, we were understaffed and the program could've been a disaster, but you and your property operated flawlessly allowing this program to be a great success.

In addition to this - I have also never heard this much raving about banquet food, big kudos to the chef and his team.

I can't thank you enough for your positive can-do attitudes, dealing with all of our changes and being true professionals.

Please pass our sincere thanks on to anyone that touched this program.

Thank you!

S. Kohl
Program Manager
Group Operations - Event Management
ITAGroup, Inc.