

“Please, let me say (our Event Coordinator) did an outstanding job. She provided white glove service. She was prompt, helped any time there was an issue and was a problem solver all weekend. She provided the best customer service I have ever had at a convention center.”

Mitch Casteel, Junior Volleyball Association of Austin  
AJV 2024 LSC 18s, SW Boys Classic, and First Point Collegiate Challenge (1/17/2024 – 1/21/2024)

“(Our Sales Manager) is an outstanding salesperson. She was not only involved in the contracting process, but kept our team in the loop as decisions were made about the future of the Convention Center, provided information to assist us with planning and budgeting and was always available to answer any questions throughout the process. It was a joy to work with her! The entire security team is simply amazing! We had three medical emergencies while on-site and they were so responsive and helpful. I always felt comfortable stopping by the security office if something came up and I needed assistance. (Our IT Coordinators) were so kind and met with us on conference calls several times prior to the meeting, and (our IT Coordinator) was available each day on-site. We had some last minute changes and they were so helpful and patient. This was a great experience for our group. The Board was effusive in its praises of Austin as a location for meetings.”

Lisa Parse, American Academy of Periodontology  
109th Annual Meeting (11/06/2023 – 11/13/2023)

“(Our Sales Manager) was a true partner when negotiating. She always answered our questions and made herself available when needed. (Our Event Coordinator) is a rockstar. His communication is on point as is his attention to detail. (Our Security Coordinator) was detailed in his proposal and always made himself available to talk through our needs - no matter how many times we asked him. His team was strict in the best way. We were very happy with our security detail in Austin. Like the rest of the ACC staff, (our Utility Coordinator) was very responsive and eager to assist. He was always just a phone call away.”

Allison Lopatin, American Society of Plastic Surgeons (ASPS)  
ASPS 2023 Annual Scientific Meeting (10/23/2023 – 10/30/2023)

“(Our Catering Manager) and her team are angels. They never once said no, but instead let me see what I can do, which is a huge deal in our industry. The entire Levy staff was helpful even if the task didn’t pertain to them, servers were quick to help and found someone who could fulfill our request. (Our Catering Manager) and her team were flexible in timing and made our catering events a breeze. We had a special VIP meeting where (our Catering Manager and Chef) went above and beyond in exceeding expectations for a personal appetizer plate. So much so, we are looking to continue it in future years! Levy at ACC set the bar high!”

Allison Lopatin, American Society of Plastic Surgeons (ASPS)  
ASPS 2023 Annual Scientific Meeting (10/23/2023 – 10/30/2023)

“Thank you to (our Sales Manager) and the Sales Team for ensuring we had the space we needed and for making adjustments with us as needed. (Security and Safety) runs a very thorough and efficient team! They handled our VIP events with ease. (Our Catering Manager) was incredible throughout with her pre-planning, which ensured the banquet teams were able to execute flawlessly onsite. That closing Annual Banquet was one of the best-executed we have had to date. This was a great service team across the board! Thank you for taking our detailed specs and making them come to life for us.”

Matthew Wales, American Trucking Associations (ATA)  
2023 ATA Management Conference & Exhibition (10/12/2023 – 10/18/2023)

“Fantastic team. Never have I experienced a convention center where I constantly saw staff cleaning and making sure all the common spaces and rooms were clean and ready to go. The Austin Convention Center team hit an absolute home run for our event. I can’t say enough about (the Executive Team) and how unbelievable they were to work with. They made sure that everything we planned for and discussed pre-event happened on-site - and it did! Looking forward to seeing a new building. The team is already world-class...to have a building/facility to match will be amazing for Austin!”

Jeremy Figoten, International City/County Management Association (ICMA)  
2023 ICMA Annual Conference (9/27/2023 – 10/4/2023)

“ACC has some of the nicest staff I’ve ever worked with. We love, love, loved working with the entire event team. They are ALWAYS available and make us feel very well taken care of. NI has a long history with ACC and we are looking forward to an awesome event in 2024. The whole team makes us feel like their only client - it feels like our success is your success and we are so grateful for the partnership.”

Amanda Carter, National Instruments Corporation  
2023 NI Connect (5/18/2023 – 5/25/2023)

“From top to bottom, Convention Center staff get top marks for attentive and responsive client care.”

Mike Shea, SXSW  
2023 SXSW (3/2/2023 – 3/20/2023)

“(Our Event Coordinator) was amazing. He was responsive and professional during every step of this process. He made himself available for virtual meetings and a walk-through and was extremely patient as we requested specific information that we didn’t have... I could not be more pleased with our Event Coordinator. Thank you for going above and beyond to support us. This superior level of support and service is indicative of great leadership.”

Mike Sullivan, Texas Board of Law Examiners  
2023 Texas Bar Exam (2/21/2023 – 2/22/2023)

“I have been in many convention center events. Your staff is among the best, if not the best I have worked with. (Our Event Coordinators) not only got what we needed, they did it with a smile on their face and were very pleasant to work with. Your staff exceeded my expectations.”

Mitch Casteel, Junior Volleyball Association of Austin  
AJV 2023 Southwest Boys Classic (1/17/2023 – 1/23/2023)

“I’ve been doing this for a long time, in many different venues across the country. This was one of the best experiences I’ve ever had with a staff in a facility. Even the security treated our exhibitors well. Thank you for your time and effort. It was a pleasure working with you, and I’m looking forward to our next event.”

Dave Maughan, MarketPlace Events, LLC  
2023 Austin Home & Garden Show (1/3/2023 – 1/9/2023)