

“Love working with (our Sales Manager). He’s always quick to respond to questions and get us what we need. Our second year with (our Event Coordinator) was better than ever! He’s fantastic at responding quickly, making us feel heard and showing genuine concern for the success of our event. He’s part of the team! We would love to take him with us next year. NI has enjoyed our 17 year history with ACC. We are so sad to leave a team that partners with us, finds solutions and goes the extra mile every single time. You are truly an extension of our team and the success of the event is not possible without you.”

Amanda Carter, National Instruments Corporation  
2024 NI Connect (5/16/2024 – 5/23/2024)

“It is ALWAYS an absolute pleasure to work with (our Sales Manager)! She is always so helpful, friendly and knowledgeable! I value her good customer service and appreciate her professionalism and positivity! It really takes some of the anxiety of the event away to know it is taken care of by her, and I don’t have anything to worry about. Total trust and confidence in her! (Our Event Coordinator) was a GOD SEND to me! He was so receptive and always available and responsive to all of my annoying requests and calls. It’s almost like he was magic, because anything we or APD requested, it suddenly appeared or happened. The Convention Center is very lucky to have him, and I greatly appreciate all of his efforts! (Our Catering Manager) is AMAZING and the food was delicious. I received a ton of compliments on the breakfast and lunch. And personally speaking, it was very good! We had so many last minute situations, and (our Catering Manager) was so fast at responding and accommodating. Very much appreciated!”

Cyndi Gordon, City of Austin Human Resources Department  
COA - APD Exam (2/23/2024 – 2/24/2024)

“Every department at the ACC is fantastic. My Event Coordinator was super attentive, quick to respond, and just super friendly in general. (Security) is always phenomenal, (our Catering Manager) set up everything our attendees needed, and (our Utility Coordinators) were super fast and efficient with our set up parameters.”

Grace Anne Phillips, Junior Volleyball Association of Austin  
AJV 2024 ATX Showcase (2/17/2024 – 2/18/2024)

“I have events all over Texas and the staff - from sales to execution - at the Austin Convention Center just cannot be beat. (Our Event Coordinator) is an incredible partner on our execution. I can’t recommend him enough. We always have exemplary service with the entire ACC team.”

Sheri Hicks, Texas Association of School Administrators  
2024 TASA Midwinter Conference on Education (1/25/2024 – 1/31/2024)

“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)