

RE: Branson Convention Center Survey 2023

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To: Traci Henderson <thenderson@bransonmo.gov>; Harold Mirambell <Harold.Mirambell@Hilton.com>

Cc: Cherri Phifer <cphifer@bransonmo.gov>

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Hello Traci,

I'm pleased to report that I can give them a better report than I have been able to do in year's past. We have definitely seen some improvements since Sam's departure and with Jordan settling into her role as Sales Director. I passed this survey out to our manager's who deal with the center on a daily basis and solicited their feedback. I received pretty consistent answers across the board. Solid 4s with two exceptions, #4 and #6 received 3s. The reasons cited were the following:

- There has been some turnover in the sales office and there are still some relatively green staff members who are learning their roles.
- While improvement has been made to the parking garage structure, it still has cleanliness and maintenance issues.

We have developed a good start of a relationship with Angie and look forward to developing that further. However, as always, we continue to maintain the position that having a single salesforce (i.e. Hilton) handling both the hotel and venue side is not only more cost-effective, but would provide a huge convenience in communication, contracting, and event management for our meeting planner clientele who have to send two RFPs, review two proposals, negotiate two contracts, and deal with two sales managers and two event managers. That is not a reflection of the quality of work from Jordan and team. We think Jordan has been a godsend from where things were prior to her arrival. It is simply noting a fact of the matter.

Thank you for reaching out for our feedback. Please let me know if you need anything further.

All my best,

Wendy White

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