



**PUERTO RICO CONVENTION BUREAU HONORS TOP MEMBER-SUPPLIERS DURING ANNUAL MEMBERSHIP MEETING**

**SAN JUAN, September 8, 2010** – Today the Puerto Rico Convention Bureau (PRCB) recognized several member-suppliers for their support and outstanding services to the meeting planners, tradeshow organizers and other clients who hosted group programs on the Island during the organization’s past Fiscal Year 2009-2010. Members were honored as part of the Bureau’s 2010 Annual Membership Meeting (AMM) which took place at the Caribe Hilton.

“We are proud to recognize those members-suppliers who have demonstrated through their commitment to quality how we promote Puerto Rico as a meetings destination throughout the past fiscal year,” stated Ana María Viscasillas, president and CEO, Puerto Rico Convention Bureau. “These members have played a key role in helping us promote Puerto Rico as the Preferred Meetings Destination of the Americas, and in support of our mission, we are honored to have them as part of our Destination Team.”

**AMM Awards**

Each year, two key awards are presented to member-suppliers for their contribution and support to the success of the Bureau in selling and marketing the destination during the past fiscal year.

The **Special Partnership Award** recognizes a member that has significantly contributed to the Bureau’s promotional efforts. This year, the award was presented to the **Gran Melia Golf Resort Puerto Rico and to Bahía Beach Resort & Golf Club** for their outstanding support of the Bureau.

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In addition, the **Destination Team Spirit** award is given in appreciation for outstanding collaboration and constant support in making Puerto Rico a better meetings destination. **The Verdanza Hotel and Hard Rock Café** received the award this year for always promoting and thinking of Puerto Rico first.

**Member-individual Awards**

The **Extra Mile Award** recognizes a special individual that goes above and beyond, exceeding the clients’ expectations while paying extreme attention to details. For consistently going the extra mile the Bureau recognizes **Nicole Alltop from Group Services, Inc.**

**Behind the Scenes Award** is a special recognition to an individual with outstanding job performance backstage. And, this year the award goes to **Gustavo Navarrete from Platos.**

A true supporter of our mission and firm believer in our destination potential, the **Supporting Member Award** is recognized for being an active and vocal member in support of the Bureau who proudly presents the award to **Liana Ondina from the Verdanza Hotel.**

The **Team Player Award** goes to an individual who provides a continuous supportive attitude and contributes with the Bureau and other member-suppliers across the board. The Bureau recognizes **Robert Rodríguez from First Class Chauffeurs, Inc.** for being such a good sport.

**Excellence in Service Awards**

The **Excellence in Service Awards** were also given as part of the PRCB’s ongoing *Meeting Planner’s Feedback Recognition Program*, when a total of 242 surveys (22% response rate) were submitted by our clients.

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This program conducts surveys before, during and after a meeting or convention has hosted their program in Puerto Rico to gain insight into the quality and level of service that organizers are experiencing when hosting an event in Puerto Rico. Each quarter, the PRCB recognizes a member-hotel and a member-supplier based on the information garnered from the surveys. The year-end winners are then selected from the quarterly recognitions and represent the two member-suppliers that received the highest overall scores from meeting planners hosting events in Puerto Rico during Fiscal Year 2009-2010.

This year’s winners are the **Hotel El Convento** (Member Hotel) and **Dragonfly Adventures** (Member Supplier).

“These awards recognize those member-suppliers that through their level of commitment and quality of service are an extension of the Bureau helping us deliver the promise of *SMOOTH MEETINGS*,” stated Viscasillas. “The high marks received by the Hotel El Convento and Dragonfly Adventures are a testament to the quality and level of service that planners can come to expect when hosting a meeting in Puerto Rico.”

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**Editor’s Note:**

The Puerto Rico Convention Bureau (PRCB) is a non-profit organization established in 1962 to drive meetings, conventions, trade shows and incentive groups to Puerto Rico. With offices in San Juan, Chicago, New York, Miami, and Washington DC, the Bureau strengthens Puerto Rico’s competitive position in the Americas and abroad by increasing awareness of the Island’s outstanding meeting facilities and services, and produces approximately \$97 million to the local economy. The Bureau can be reached electronically through the Internet at [info@meetpuertorico.com](mailto:info@meetpuertorico.com) or at its website [www.meetpuertorico.com](http://www.meetpuertorico.com). The PRCB is the official marketing and sales agent for the new Puerto Rico Convention Center (PRCC) opened November 2005. For more information on the new Convention Center visit [www.prconvention.com](http://www.prconvention.com). The Puerto Rico Convention Bureau is the **only** Bureau to have certification by both Lloyds Registered Quality Assurance through the BestCities Global Alliance and accreditation by the Destination Marketing Association International (DMAI) as an elite destination marketing organization. The Puerto Rico Convention Bureau, representing the capital city of San Juan, is a proud member of Best Cities Global Alliance, the first convention bureau alliance that represents the highest standards of service in the meetings and convention industry. For more information, visit [www.bestcities.net](http://www.bestcities.net).



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