

San Diego Convention Center HOUSING SERVICES

PARTNERSHIPS FOR SUCCESS



Wayne Edwards

Housing Specialist, 619-525-5236
wayne.edwards@visitsandiego.com

Adjacent Headquarter Hotels include:



San Diego Marriott Hotel & Marina



Manchester Grand Hyatt San Diego



Omni San Diego Hotel



Hilton San Diego Bayfront



The San Diego Convention Center's housing staff is the best in the business when it comes to personalized service and creating customized housing solutions to match your specific needs. In addition, we have web-based technology to manage and process room block inventory, providing attendees with even greater flexibility. It's the perfect combination of technology and personal service!

Housing Services

Room Block Management

- Dedicated housing specialist throughout the housing process
- Sub-block management
- 24-hour access to pickup reports by participating hotels
- Pick up flow monitoring
- Electronic access to manage rooming list
- Assistance in locating additional overflow hotel inventory
- On-site housing and solutions desk staffed on event dates

Technology

- Real-time internet reservations processing and reporting capabilities for you and your contracted hotels
- Customized auto rooming list download services to hotel systems
- Proprietary and technology e-commerce for security and safety

Reporting

- Available 24/7 to review room blocks, to verify if VIP or exhibitors secured rooms and countless other options
- Customizable pace reports for pick up patterns
- Post report package for final pick up numbers, booking patterns and audit results

HOUSING RESERVATION MANAGEMENT



"It was such a pleasure to work with you on our housing for our 49th Annual Meeting. Thank you so very much for all that you did to make it run so smooth. You were always there for me via phone or email ready to assist with anything thrown our way with the hotels. Having you as a liaison with the hotel community is an added-value to citywide clients – Thank you.

Trina Armstrong
Director of Meetings
The American Society for Cell Biology

"You know what Wayne . . . You have mastered . . . how to be an advocate for the client and a partner with the hotels. This really takes skill to keep us all happy, and I think you do it very well."

Julia Richardson
Director of Conventions & Meetings
American College on the Teaching of Foreign Languages



The San Diego Convention Center offers housing services and will customize a program specific to your housing needs.

Reservations

Internet

- Real time reservations
- Electronic acknowledgement
- 24/7 access

Telephone, Fax and Mail

- Fully staffed, knowledgeable customer service agents
- Dedicated toll-free number
- Immediate verbal, faxed or US Mail confirmation

Reservations after the cut off date

- Combined with hotel pickup reports, provides an accurate history of total room utilization
- Accommodations can be arranged through our ARES partnership for attendees who could not secure a room before cut off. This is a complementary service to you.
- Detailed report with information about where individuals who missed the cut off stayed

Attrition Management

Are you worried about attrition? The San Diego Convention Center's housing staff can help by:

- Monitoring attrition by managing release dates and coordinating room block changes
- Offer solutions to help direct attendees to hotels that have attrition
- Complementary room block audit after event dates to capture rooms booked around the block.* In cooperation with your room block hotels.