



2016 Commitment Award Recipient



COMPANY INFORMATION:

Highest Ranking Official:
John Chan, Director

Contact Person:
Jon Brodsky, Management Assistant, (602)534-5783, jon.brodsky@phoenix.gov

Type of work:
The Phoenix Convention Center & Venues (PCC) is Arizona's premier meetings and events destination. PCC attracts approximately one million visitors each year to its more than 400 diverse events, including nationally renowned activities. PCC sustains a culture of excellence and is committed to providing the highest levels of customer service and memorable guest experience in the industry.

Workforce:
237 Total Employees

Phoenix Convention Center & Venues

TESTIMONIAL OF VALUE OF THE PERFORMANCE EXCELLENCE AWARD PROGRAM

"The Phoenix Convention Center is honored and excited about SWAE recognizing our ongoing commitment to excellence. We look forward to working with SWAE, guiding our team to pursue continuous improvement, employee engagement, customer satisfaction and performance outcomes."

Sincerely,

*John Chan
Director*

HIGHLIGHTS OF ORGANIZATION

The Phoenix Convention Center (PCC) draws visitors from around the country and world to downtown Phoenix. Main product offerings include:

Caring Professional Services

PCC staff members provide guests with services from trained venue hosts and industry-certified management sales staff.

Distinctive Meeting, Exhibition & Event Space

PCC encompasses more than 900,000 square feet of convention, exhibition and meeting space, including the largest ballroom in the state of Arizona.

Memorable Experiences

PCC department and staff focus on a "Commitment to Excellence," including a "Guest Service Promise" and "Pillars of Excellence" to create memorable experiences.

An Arizona Auditor General’s report tallied the PCC’s seven-year net spending impact as greater than \$2.3 billion.

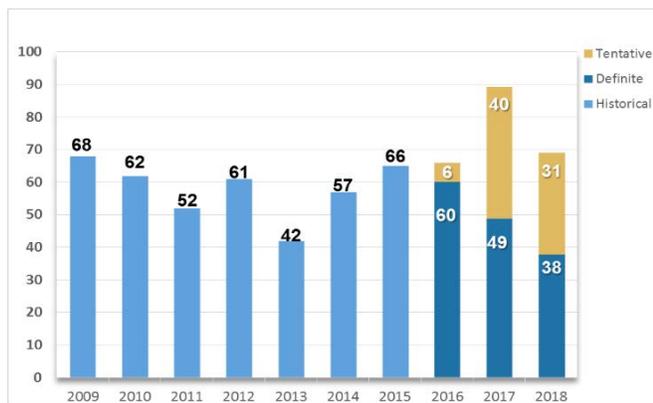
The Phoenix Convention Center & Venues embraces a culture of delivering unsurpassed customer service while acting as an economic engine for the City of Phoenix and State of Arizona. These factors are the essence of PCC’s Vision, Mission and Values.

Vision: To be the premier convention and entertainment complex in North America through our distinctive venues, caring service and memorable experiences.

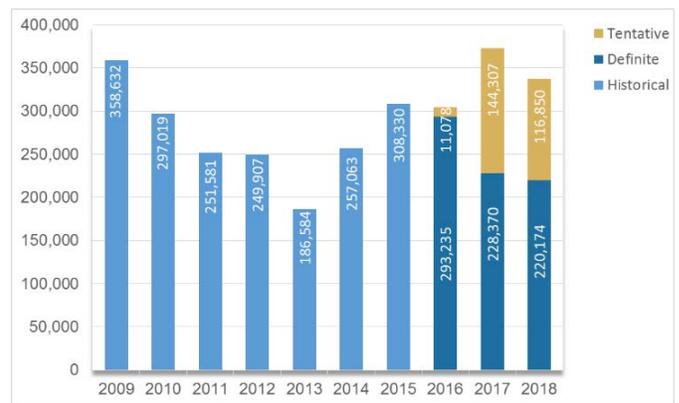
Mission: The Phoenix Convention Center and Venues enhances the cultural vibrancy and economic vitality of the community. We are committed to providing the highest levels of customer service and guest experience in the industry.

Core Values: All PCC employees commit to a *Guest Service Promise*: We are Guest-Centered, We are Caring, We are Prompt & Responsive, and We Work as a Team to Meet Guest Needs. PCC personnel also share a dedication to the *Pillars of Excellence*: Accountability & Dependability, Communication, Professionalism, Interpersonal Relationships, Problem Solving, and Leadership.

PCC Conventions & Trade Shows



PCC-Generated Hotel Room Nights



PCC-tracked data indicates continued growth in the number of conventions and trade shows resulting in a similar gain in the number of hotel room nights generated. Large events like Comicon, the Super Bowl and the upcoming 2017 NCAA Final Four contribute to the impact.

PCC engages the department’s workforce by providing new employee orientations, conducting employee engagement assessments, operating key cross-divisional committees and delivering recurring customer service training classes to employees at all levels.

PCC’s Guest Experience Manager (GEM) position oversees a comprehensive customer service program, surveying key contacts for all conventions and seeking feedback from guests on all aspects of PCC including its service partners and Phoenix as destination. The department recently exceeded its Strategic Plan goal of a 90 rating for Overall Client Satisfaction.

PCC’s cross-divisional committees evaluate overall departmental operations, review current policies and procedures and collaborate efforts to increase efficiency and improve service.

Community impact includes boosting businesses and stakeholders in downtown Phoenix and beyond, leading citywide coordination of major sporting, cultural and musical events, and supporting the local performing arts community through operating Symphony Hall and the Orpheum Theatre and providing financial support to resident performing arts companies.