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## *HOUSING SERVICES*

Key Bookings offers housing services with highly trained, in-house staff to work with you to effectively and efficiently manage your hotel room blocks and reservations. We provide a range of services, audits and reports that provide a one-stop shop for all of your housing needs. Key Bookings handles more than 40 groups per year using Cvent Passkey software to offer reservation services to any group utilizing two or more hotels with a minimum of 250 rooms on peak night. Several of our clients have continued to use our Housing Services for their events in many cities across the United States.



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## *OUR MISSION*

Our mission is to provide a high quality housing service by delivering the highest level of customer service to groups large or small through outstanding relationships and continuous communication with hotel partners.

*"Thank you sincerely for all your work on the 2018 TCEA Convention & Exposition. You are a valuable partner and truly are a part of the TCEA team. We could not do it without your efforts and the efforts of your staff. I am very grateful for your expertise and amazing customer service."*

– Sherry Wagner,  
TCEA

*"Paula was awesome to work with and made my job much easier. I considered her to be a great partner on making our show a success."*

– Alexis Wertz,  
Pestworld

*"Tammy Davison was a delight to work with. She managed our hotel block so well and was there to help when we needed to shift things, add hotels. Her attention to detail with our staff block was outstanding. I would not have been as successful without Tammy by my side."*

– Kourtney Sproat,  
American Organization  
of Nurse Executives

*"Paula Eggleston, along with the entire housing team, was fabulous to work with. We received multiple compliments from around the denomination regarding Paula and appreciate her going the extra mile time and time again!"*

– Denise Pittman,  
United Church of Christ

*"I do not know what would have done without Charlyene! More than a few times I was very thankful for her calm presence amid the storm! I even received comments from attendees complimenting the service – I think that has never happened before!"*

– Jennifer Garrido,  
Texas Association of  
School Administrators

## KEY BOOKINGS' HOUSING SERVICES INCLUDE:

- Key Bookings Management which has over 30 years of experience in delivering the highest level of customer service to groups large or small
- Outstanding relationships and continuous communication with hotel staff
- Highly trained Information Specialists who will assist with attendee housing needs and help them make the best decision for a hotel whether it be location, amenities, full service or limited service
- Cvent PAsskey Software, which enables meeting professionals to have access to real time reservation numbers, attendee lists and hotel room night totals
- Assistance with yield management to help avoid attrition issues
- On average, we achieve 98 percent of client contracted room blocks
- Capability to accept deposits and cancellation fees
- Customized hotel confirmations that can be used as a marketing tool to include logos, images, links etc. for sponsorships

## BENEFITS TO PLANNERS, ATTENDEES, AND HOTEL PARTNERS

	PLANNER	ATTENDEE	HOTELS
Cvent Passkey	✓	✓	✓
24/7 Online booking	✓	✓	✓
Mobile Booking	✓	✓	
In House Call Center	✓	✓	✓
Customized Website	✓	✓	
Event Connector	✓	✓	✓
On site Housing Desk	✓	✓	✓
ARES Travel	✓	✓	✓
Event Dashboard	✓		✓
Partnership with Epsilon Registration	✓	✓	



FOR MORE INFORMATION, CONTACT:

Tammy Davison  
Sr. Director of Housing & Call Center Operations  
410-659-7099 • [tdavison@keybookings.org](mailto:tdavison@keybookings.org)