



## How We Helped

- Parcel management
- Inbound and outbound shipping
- Up-to-the-minute tracking

# Meeting planners deliver kudos for parcel management

At the JW Marriott San Antonio Hill Country Resort & Spa in Texas, exceptional service is a part of the culture. With more than 265,000 square feet of indoor and outdoor event space, 1,000-plus hotel rooms, a golf course, water park, spa, restaurant, onsite FedEx Office® Print and Ship Center, and event and convention space, this resort strives to keep both business and leisure guests happy.

The resort produces up to 40 events of varying sizes each month and has quickly drawn attention to its success rate due in large part to the teamwork of the resort's event planners and the support of FedEx Office.

**FROM HERE TO THERE** In January 2012, 15 meeting planners from a large medical device company held a conference at the JW Marriott San Antonio. The parcel management team at the onsite FedEx Office managed the many packages that arrived, including large pallets of heavy medical equipment.

The FedEx Office parcel management team, led by Jennifer Reynolds, scanned and tracked each package from arrival to delivery. Whether packages were delivered to the event show floor, to an individual recipient or to the onsite FedEx Office for pickup, FedEx Office parcel management team members worked to ensure items got to the right place at the right time.

**"Because FedEx Office is here, the internal departments have come to rely on them. The parcel management team helps to free up hotel employees so we can provide an extraordinary guest experience."**

— David Puterbaugh, director of event planning,  
JW Marriott San Antonio



## PARCEL MANAGEMENT STATS

- 100%** successfully delivered inbound packages
- 32,000+** parcels managed annually at the JW Marriott San Antonio
- 2,000** inbound packages a month, everything from golf clubs to event décor to business materials
- 60%** of the packages are for resort staff
- 40%** of parcels are delivered to guests and show managers



**DELIVERING MORE** Since FedEx Office is onsite, team members were able to help the medical device company meeting planners in other critical ways as well. Planners sent electronic files of the materials they needed for the conference to FedEx Office ahead of time. The materials were printed, bound and waiting for them with the rest of their parcels when they arrived. "We became part of their team during the convention. We were right there to help them with anything they needed," says Reynolds.

**HONORED FOR EXCELLENCE** To promote exemplary guest service, the JW Marriott has an internal Gold Key award program. Meeting planners can recognize employees of the resort who go above and beyond by giving them the award.

When it came time to choose a winner for the Gold Key award, the planners for the medical device company voted to honor the entire FedEx Office parcel management team for exceptional service. "It's a major accomplishment," says David Puterbaugh, senior events manager at the JW Marriott San Antonio. "Since the JW Marriott Gold Key awards were created to honor our staff, they are rarely awarded to vendors."

Reynolds and her team have quickly become trusted allies to employees of the JW Marriott San Antonio Hill Country Resort & Spa. Puterbaugh explains, "FedEx Office fits into our culture of service here. They're part of the family."

For more information on how FedEx Office can help make your meeting a success, go to **[fedex.com/conventions](https://fedex.com/conventions)**.

### Where's My Package?

FedEx Office team members can produce reports on all of the packages that arrive for a particular group regardless of the shipping carrier. Meeting planners can scan the reports at any time to see if packages are onsite or not, which makes events easier to manage.