

What Others Are Saying

Creating Personal Connections

“Meetings are beyond business. Business is certainly an outcome, but there are so many other things that bringing people together in-person creates that you don’t get in any other forum. I think for me, the most important thing is that it builds relationships – and relationships are all about business, trust, building a network and a community.

That’s why face-to-face meetings can never be replaced or recreated by technology.” -

Christine Duffy, President and CEO, Cruise Lines International Association

“The real value of meetings is the personal interaction. Meetings are about face-to-face connections, meetings are about people – and you can’t email or text a handshake or a feeling.” -

Bill Talbert, President and CEO, Miami Convention & Visitors Bureau

“Meetings mean connection to me. It’s an opportunity to connect to a new place, a new way of seeing things, specifically for a destination it’s a way for people to connect to a particular place in the country.” -

Scott Beck, President and CEO, Visit Salt Lake

“I could sit in my office and do videoconferences nearly anywhere in the world, but because that is so easy, people actually expect you to show up more, to make the effort and demonstrate the respect, to sit across the table and look eye-to-eye. It reflects a commitment to the relationship that you cannot get from sending an email or doing a videoconference.” -

Hillary Clinton, former United States Secretary of State

“You will never see eye-to-eye if you never meet face-to-face.” -

Warren Buffet, Chairman and CEO, Berkshire Hathaway

“Face-to-face meetings build relationships. And relationships bring a return on your investment. That’s why meetings are important.” -

John Graham, President and CEO, American Society of Association Executives



"Meetings bring people together. They come into destinations and impact them in many positive ways beyond jobs, economies and tax dollars." - **Deborah Sexton, President and CEO, Professional Convention Management Association**

"Nothing replaces being in the same room, face-to-face, breathing the same air and reading and feeling each other's micro-expressions." - **Peter Guber, CEO, Mandalay Entertainment**

"Technology has made us much more efficient but much less effective. Something is being gained, but something is being lost. The something gained is time, and the something lost is the quality of relationships. And quality of relationships matters." - **Gregory Northcraft, Professor of Executive Leadership, University of Illinois**

Driving Positive Business Outcomes

"Not only does the meetings and events industry bring people together for collaboration in an unsurpassable way, but it creates the additional aspects of professional, business and societal benefits." - **David DuBois, President, International Association of Exhibitions & Events**

"While meetings and events are critically important to the overall success of the travel industry, they've also proven to be key drivers for securing corporate revenues, winning new customers, closing new deals and developing high-performing talent." - **Michael Massari, Vice President of Meeting Sales & Operations, Caesars Entertainment Corporation**

"Meetings are a vehicle for economic impact and also for knowledge exchange. What it really comes down to is that meetings are a vehicle for making the world a safer place. When you get to know people from other cultures, it helps grow the world's economy and the understanding of one another." - **Tom Noonan, President and CEO, Visit Baltimore**



"When people are together at meetings they have an opportunity to network and an opportunity to work together as they exchange knowledge and expertise. There's always going to be a positive outcome and a learning that wasn't there before. That's the purpose of meetings. Bringing people together to really leverage that knowledge and innovation and start thinking about how we can make a difference in our state and in our local economy." - **Anne Hamilton, Vice President, Resort Sales & Services, Disney Destinations**

"To me, meetings mean innovation and collaboration. It's an opportunity for colleagues and people to come together to learn, to develop new ways of doing things, to exchange ideas and to build relationships." - **Karen Kotowski, CEO, Convention Industry Council**

"For both the public and private sectors, there's always a way to be more efficient and the best way to determine those methods is to have a meeting about it. And the most effective meetings are the ones conducted face-to-face." - **Steve Moore, President and CEO, Visit Phoenix**

"Meetings are an opportunity for people to learn from each other, to build community, to build excitement. They create a huge amount of vitality and energy and overall synergy among attendees. It makes for a better outcome and for terrific productivity." - **Susan Robertson, Executive Vice President, American Society of Association Executives**

"The amount of meetings I've been in – people would be shocked. But that's how you gain experience, how you can gain knowledge, being in meetings and participating. You learn and grow." - **Tiger Woods, professional golfer**

"Even if I learn a tidbit, I think they're [meetings are] very important." - **LeRoy E. Myers Jr., Maryland House of Delegates**

"As we work to ensure oversight on travel expenditures, we also should work to preserve the many benefits of appropriate travel, which can promote collaboration and innovation. These instances are not wasteful spending, but instead are examples of federal



investments in innovation and economic development.” - U.S. Representative Rush Holt

Building Strong Communities

“It’s imperative to invest our time and money in meetings. Our destinations and Convention & Visitors Bureaus around the world rely on meetings to fuel the economy in the sense of jobs and bringing people together to collaborate on services and products.”

- Michael Gehrisch, President and CEO, Destination Marketing Association International

“Meetings are essential to the Chicago economy, as they bring awareness to our community. The core of our visitors stem from the convention industry.” - Don Welsh, President and CEO, Choose Chicago

“For a city like Washington, meetings and events are a way to stimulate the city’s economy. It gives us a chance to showcase our city in a different light and bring different people to our destination.” - Elliott Ferguson, President and CEO, Destination DC

“Meetings are the biggest piece of travel in our region and the only segment that books and contracts rooms into the future. For us, it’s almost like an insurance policy for the long-term health of the travel industry in Seattle.” - Tom Norwalk, President and CEO, Visit Seattle

“In Orlando, a large percentage of convention attendees will come back to our city for a leisure trip. Therefore, meetings add a strategic advantage for us.” - George Aguel, President and CEO, Visit Orlando

“The meetings and events industry provides a tremendous opportunity for professional development and career establishment. We’ve heard numerous statistics about people who began their careers in the travel industry and have continued on to have incredible business success.” - Richard Harper, Executive Vice President, HelmsBriscoe



"I think that what the travel industry has to offer is unique – the opportunities it provides for young students, emerging leaders, jobs and careers. The breadth of our industry gives such a variety of choices to grow a career." - **Michael Dominquez, Senior Vice President of Sales, MGM Resorts International**

"[When a meeting is canceled] who loses besides our team members? The workers who depend on our business. The hospitality industry. Hotel housekeepers. Restaurant servers. The airlines." - **John Stumpf, Chairman, President and CEO, Wells Fargo**

Meetings Mean Business Campaign

"The unfortunate trend in the professional workplace is that we are all disappearing farther behind our electronic devices, and both empirically and intuitively, that's counterproductive in multiple respects. Meetings Mean Business will change the discussion by presenting the airtight case for the irreplaceable value of face-to-face collaboration. A decline in in-person communication would measurably threaten the quality of outcomes in a number of critical spheres—government policymaking, business bottom lines, scientific innovation, not to mention workplace bonhomie and the impact on local economies. We're not going to allow that to happen." - **Roger Dow, President and CEO, U.S. Travel Association**

"The launch of this industry-wide campaign is an exciting moment as diverse voices from across our industry unite behind a powerful, singular message to communicate the benefits meetings bring to communities, businesses and the economy." - **David Peckinpugh, President, Maritz Travel, Co-Chair, Meetings Mean Business**

"The broad-based coalition of meeting, event and convention professionals, destination marketers as well as the greater travel and hospitality industry reflects the importance our industry has placed on ensuring that our value is well understood by all our customers, stakeholders and policymakers." - **Larry Luteran, Senior Vice President Hilton Worldwide, Co-Chair, Meetings Mean Business**