



# ARLINGTON CVB Services

## OUR AWARD-WINNING SALES & SERVICES TEAM

is dedicated to customer service. We guide clients through the planning process with meticulous care and personal attention to detail. Whether you are coordinating a large convention or a small meeting, we offer efficient planning tools to make the process easier. Many services are complimentary to planners that utilize Arlington hotels.

Need access to tour guides, speakers, trade show services, printers, flowers, premium items, caterers or entertainment? We can get you to the reliable resources and partners that you need for success.

- Customized Bid Books
- Site Visits and FAM Tours
- Lodging Blocks
- Volunteer Services
- Spouse Activities
- Attendance Promotions
- Arlington Trolley/Guest Transportation Coordination (based on room nights)
- Offsite Activity Planning Assistance
- VIP and Corporate Responsibility Programs
- Guest Speakers and Entertainment Coordination
- Public Relations Assistance



**Mary German**  
CMP, CDME, CTA

mary@arlington.org  
817-704-7580

## VP OF BUREAU SERVICES & PROGRAMS

is a respected 27-year industry veteran and a customer service guru. *The team has honored requests for everything from boxing kangaroos to special parade permits. If they can handle all of this, just think what they can do for you!* She is a legend in the hospitality industry because she uses her endless energy, creative ideas, and loyal connections to benefit her clients.

### Industry Achievements:

- Certified Meeting Professional (CMP) Facilitator
- Certified Destination Management Executive (CDME)
- Destination Marketing Association International (DMAI) Advocacy Committee Resource Development Chair
- International Association of Events & Exhibitions (IAEE)
- Event Services Professional Association (ESPA)
- Advocacy Committee Resource Development Chair
- Lifetime member of the Texas Alliance of Convention Meeting & Event Operations Managers (TxACOM)
- Certified Tourism Ambassador Facilitator (CTA)

### Awards:

- 2012 Texas Girls Coaches Association, Margaret McKown Distinguished Service Award
- First recipient of the TXACOM GAMMA Award
- Outstanding Club Officer for Toastmasters International Division D, District 25

*“The Arlington CVB is the Siri of the City.”*



**Catlin Hopson**  
CTA

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## CONVENTION SERVICES COORDINATOR

is one of the brightest stars in the business. Catlin's commitment to excellence and attention to detail ensure outstanding client experiences, while her warm smile and infectious positive attitude create a lasting first impression, laying the groundwork for long-term relationships.

### Industry Achievements:

- Texas Alliance of Convention, Meeting & Operations Managers (TxACOM) Board of Directors
- Event Service Professionals Association (ESPA) Annual Meeting Planning and Sustainability Committee
- Texas Association of Convention & Visitor Bureaus (TACVB)
- TxMet Advisory Council
- Certified Tourism Ambassador Facilitator (CTA)

