

Customer Testimonials

Hilton

SAN FRANCISCO
UNION SQUARE



"As a destination event for LGBTQ+ people around the world, it's important that we properly welcome everyone to our beautiful city, with dignity and respect. We know that Hilton wants that as well. We have enjoyed working with the team at the Hilton San Francisco Union Square on a number of Pride2 events, and we look forward to continuing this important partnership."

Fred Lopez
San Francisco Pride



"I was impressed by the progress and general feeling in the surrounding area. I was especially impressed with the coordinated efforts of the hotel and local authorities to create and maintain a feeling of safety with the city's ambassador programs and police presence. Frankly, I found the media-driven perceptions of San Francisco to be inaccurate and exaggerated. We'd happily consider SF Hilton Union Square for a future event."

Zane Kerby
American Society of Travel Advisors



"The rooms, the meals, the cleanliness, and the entire staff of Hilton San Francisco were ALL fantastic! Thank you all very much in assisting us in making this conference a big success during these trying times."

Kevin Byrnes
International Association of Bridge, Structural,
Ornamental and Reinforcing Iron Workers



"Most striking was your pivot to service. Everyone glided in and out from table to table with grace and ease. It was the quietest lunch service in a room of nearly 700 guests! Everything went smoothly. Your service was impeccable. The attention to our attendees was noted by many."

CASE District VII
Cabinet and Conference Planning Committee



"It was a pleasure working with the Hilton SF Union Square again. The staff was on top of everything, we didn't have to ask for rooms to be refreshed, they were always one step ahead of us which was very refreshing! The team on our event were great to work with, they were responsive and always eager to help. I appreciate the team helping to make this a smooth event for us."

Karissa Bingham
National Academies



"Hilton SF Union Square and Hilton Parc 55 SF have been a valued and committed Premier Partner to Frameline SF International LGBTQ+ Film Festival for over a decade. Cindy and her amazing team open their doors each year, welcome these artists in, and show them the kind of gracious and generous San Francisco hospitality that allows them to comfortably and confidently share their stories with the world for the first time, and begin to change the world for the better."

David Warczak
Frameline



"In regard to the City as a whole...holy moly, what a change from the last time I was there in November 2018. It is much cleaner and the street conditions have visibly improved. Keep up the great work. We look forward to bringing our conference to SF in June!"

Della Yee
California Veterinary
Medical Association



"I would like to sincerely thank the entire Hilton staff for hosting the 66th meeting of EIPBN from me and the entire Steering Committee. I was extremely pleased with the facilities and the professionalism of your entire staff. The overwhelming feedback from our community is that this was a fantastic conference. I have no doubt that the professionalism of the Hilton staff contributed to this. I am delighted to recommend Hilton to any conference or event, including our own."

Qiangfei Xia
Professor of Engineering



"Convention Services: Amalia and Courtney have both been incredibly professional and have exceeded our expectations in planning for the event. Onsite, we were very pleased with the banquet team that ran our event. We were made to feel truly special. Robert Rhodes anticipated all of our requests and made us feel at home! Package room: Walter Martinez went above and beyond with our packages before and during the show. The best experience we've had with package tracking logistics!"

The CTAD22 Team



"Another flawless event handled by the best team in any hotel! In fact, any hospitality venue!"

Felicia Brown
San Francisco Business Times



"The genuine happiness and enthusiasm your team brought to your roles were evident throughout the event. We want to acknowledge your team's unwavering commitment to safety. Understanding the challenges posed by the neighborhood's reputation, your meticulous adherence to safety measures was crucial in ensuring the well-being of our guests. Your proactive approach and diligence in implementing these measures played a vital role in making the event secure and enjoyable for everyone."

Sophie Lelièvre
The Event Studio for Ironclad



"Specifically, I wanted to give Amalia a quick KUDOS because she handled all the changes, unruly client attitudes, and insane requests with such grace and positivity. I am so thankful for her and the broader Hilton team. You all are so lucky to have such a strong team there at Hilton."

Melissa Riley
Freeman



"We had concerns about the homelessness and number of transient people surrounding the area. Our attendees were mainly students this summer; we did not directly experience or hear of any reports of incidents. We did hire the recommended vendor from the hotel to provide security, as a precaution, but we learned of no concerning activity during the duration of the meeting."

Raluca Cadar
The Protein Society



"Onsite, the entire team was outstanding! I could not have asked for better partners to make our group feel welcomed and appreciated each day. Every single team member was helpful and courteous; their commitment to service and their professionalism was among the best I've experienced in my many years of planning. I could not have asked for better ambassadors for the hotel. They were top notch."

Allison Blackburn
Council of Independent Colleges



National Alliance to
END HOMELESSNESS

"The entire lead team was attentive, appreciative and we all love that they are part of the community, we felt like because they are in the thick of the homeless crisis it was especially welcoming to watch them interact with our attendees in ways that made them feel like they belonged."

Jeania Davis
National Alliance to End Homelessness



"ISA staff and our attendees were very pleased with the hotel from the food (really amazing) to the service and accommodations. Personally, working with Jose (serving my suite) and Sarah was seamless and pleasant. Your security team was also very responsive, sensitive and careful as we worked through a few challenges during the week. Hence, we are most appreciative of all the work that went into making this a successful conference."

Dr. Mark A. Boyer
International Studies Association



"We had an exceptional experience at the Hilton San Francisco Union Square. Our Event Manager always responded quickly to inquiries which made for a smooth pre-planning process. In addition, the entire staff from services to banquets to housekeeping were extremely friendly and always smiling. We received many compliments on the quality of the food and beverage as well as the meeting space. Overall, it was a very positive experience."

Stephanie Zvonkovich
AAPS



"We plan our event a year in advance, and throughout this process, we had the pleasure of working directly with Amalia Lozet at the Hilton Union Square. Amalia is a true master of her craft, and her dedication to excellence made all the difference in our event execution. From meeting every deadline to meticulously crafting BEOs for multiple functions throughout the week, Amalia's attention to detail and commitment were unparalleled. The entire Hilton Union Square team exemplifies top-tier service, and we truly appreciate their hard work. We look forward to future opportunities to work together! Thank you."

Paul Grandin
NBA All Star



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Raluca Cadar
The Protein Society



"As we conclude our meetings during JP Morgan Conference, I wanted to take a few minutes to give earned kudos to your staff. From the sales stage with Gerby De Vera, to planning and implementation it has been a great experience. Kelsey Sands – AMAZING event planner and second to none when it comes to customer service. The onsite team of Nathan Davis, Carlos Vargas, and Bowen Culver were great. Every small detail was covered, and all requests attended in a timely manner. AV with EJ and Brendon Agregado ran smooth. Your chef is AMAZING. I received so many compliments about the food, and all I said was, I had no saying in it, it was great. I was so impressed with your catering crew. They work so hard, the place was always clean, and they were on the ball and willing to accommodate any needs or request. Basically, you should be proud of your entire team. They make our decision to come back an easy one. See you in 2027."

Mike Echemendia
Eisai Inc.



"The meeting space was not only accommodating, but also inspiring, contributing greatly to our discussions. A special highlight was the culinary offerings—each dish was a masterpiece that truly exceeded our expectations! The chefs managed to wow us all, and we found ourselves eagerly discussing the delightful food long after the meal was over. It was not just a meal; it was an experience that left a lasting impression on all of us. Not forgetting a special thanks and appreciation to Angelo for hosting our second Jeopardy game, it was just as entertaining as the first time and brought out the "competitive" streak that our team has!

The energy we walked away with was not only a result of our engaging meeting content, but also of the incredible accommodation and facilities that contributed to our overall experience. We could genuinely feel the Hilton hospitality throughout our time together."

Darim Mohammed
BCD Meetings & Events