

TESTIMONIALS

The sales staff at Hollywood Casino are very friendly and accommodating. I recently had a last minute outing and they helped me quickly coordinate hotel rooms and dinner for our group. Following the stay, our group provided nothing but positive feedback that they very much enjoyed their stay. The rooms, atmosphere and staff were very nice. The dinner at Charlie Gittos was great! We will definitely be using Hollywood Casino again for our group outings.

-Diana L.
GFI Digital, Inc.

We had our wedding reception in the ballroom at Hollywood Casino St. Louis. It was amazing and we had a great time! The staff at Hollywood were all nice, polite, and very friendly. Our main contact, Jill, was awesome! She helped us plan out everything, answered all of our questions with ease, and made the entire planning process so easy and fun! Jill was always quick to respond to any of our questions, which was great! Jill and all the event staff at Hollywood helped us out so much by doing all of our set up-- including our centerpieces, favors, signs, and more! We decided on a plated dinner and we got to pick out exactly what we wanted to have served--chicken with potatoes and green beans, and strip steak with mac & cheese and green beans. And the food was AMAZING! All of our guests were raving about the food and the portion sizes! We couldn't have asked for a better night!! And it was great to have the hotel attached to our venue - no driving home! We would definitely recommend Hollywood Casino & Hotel for your wedding reception!!

-Tabetha D.
Bride

I am the Event Planner for the CENTURY 21 Awards Gala that was held at the Hollywood Casino facility in St. Louis, MO, March 25th, 2017. I actually plan events for CENTURY 21 all over the country and I must say that the staff, especially Jill Hericks, is EXTREMELY professional and helpful. I have worked with Jill for a few years now for this specific event, and she is so accommodating and wonderful to work with. She is part of the team in that she makes sure that we have everything we need to make this event a total success for the CENTURY 21 Brokers and Agents.

We will keep coming there for our event because she, and her staff, make us feel so welcome. Thank you for providing wonderful services to our clients!!!!

-Dena W.
Event Planner - White and Associates, Inc.

First, just a quick note to commend the tight ship!!! I make my living on the road and as you might expect, we stay at hotels that span the spectrum of service and quality. I am super impressed with your staff..... from the initial greeting at the front desk, concierge services and every person I came into contact with including the maids were cordial, friendly, and hospitable.

My ongoing contact with Jill and her team, simply put, could not have been more attentive, responsive and helpful. Every request I had was met with a "can do" attitude and with charm and grace. I am not an easy booking and I appreciate greatly the attention level I received.

Food was great, as I am sure you know..... James with F&B was terrific and took special care to meet our vegetarian requests with creative diplomacy and the utmost care. Your staff sets the bar high for customer service and excellence in hospitality!! It did not go un-noticed and was certainly appreciated.

Also, special thanks to Sherry, Tami, Courtney, and Dale the driver is the man!! I look forward to returning to The Hollywood in the future.

Our very best regards,

- Ed S.
Tour Manager

We had our HAHMA conference at the Hollywood Casino July 11-13, 2017 and I must say I would most definitely book there every single year. It was comfortable, inviting and the staff were so amazing. All I can say is superb planning, support and execution from initial contact to departure. Your staff was readily available and great to work with as part of our team. Many thanks for helping us to achieve our goals.

There are not enough words to describe how wonderful it was to work with Lucy Roate, she made me look good. I put her through a lot and Lucy is one of the best in the business. The attention given to me and my guests was remarkable. Lucy knew when I was having stress moments and went as far as offering to bring me a latte. Not many people sense this. She is good, goes above and beyond and should be appreciated and rewarded.

I personally did not stay at the hotel as I live in St. Charles however I heard all positive remarks. The food was great and the servers were all so professional and kind.

Thank you for a wonderful experience, all the support and assistance you gave through the entire process.
If it were up to me I would always book at Hollywood Casino.

- Anne N.
HAHMA Board Member