



Holiday Inn



Welcome, to the Holiday Inn Chicago Mart Plaza on behalf of the entire Catering Services Department we welcome & thank you for choosing our Hotel for your function. It is our pleasure to serve you, and we hope you will enjoy your stay with us. We trust that the arrangements for your group have been handled to your complete satisfaction. We hope the following information will help make your time with us more comfortable and enjoyable.

Our Stay Real Service Promise Culture

Since a differentiated lodging experience cannot be delivered through imagery and product alone, Holiday Inn is committed to providing best-in-class service! As part of the re-launch, the brand has initiated a new service culture - "Stay Real" - to further ensure our guests receive the best service by treating you as real people and consistently delivering the real, genuine service for which Holiday Inn is known.

Audio Visual | Food + Beverage Requirements our in house AV department can assist you with any questions or assistance you may need. Using any house phone please inform the hotel operator who will contact the Catering Manager for any of your food and beverage needs.

Business Center the business center is located on the 15th floor across from the concierge.

Concierge service is located on the 15th floor. They can assist you with maps and restaurant reservations.

Parking is owned and operated by The Merchandise Mart, parking is located in front of the hotel. Parking validation is available to all attendees at the hotels front desk on the 15th floor.

Restrooms are located on the 14th and 15th floor next to The Apparel Center Elevators.

Security the hotel cannot be responsible for items left in your room, please do not leave valuable items such as laptops in any room unattended.

Shopping a convenience store is located on the first floor of the building and a CVS Pharmacy is just one block North at Orleans and Hubbard.



Green Eco Friendly Practices – We are very proud to be North America's Largest Gold LEED Certified Hotel. We along with the Merchandise Mart, a LEED Certified Building, are working towards a greener environment. In the banquet department you will note the use of recycle bins, eco friendly lighting, recycled paper and biodegradable earth-wise napkins. Rather than using a cooling tower as other buildings do, we use the Chicago River water to cool our two, 225 ton chillers for air conditioning. These are just a few examples of how we are lowering our carbon foot print.

We thank you again for your business, and remember we are here to serve you! Your success is vital to our success, so please let us know if there is anything that we can do for you.

We Thank You for Choosing Our Hotel | Enjoy Your Visit!

Your Catering Services Managers

Maritza Quinones, Gilbert Morgan, Gus Antzakles

OUR MISSION STATEMENT

To Honor Our Promises and Deliver Superior Results



free WiFi

Wireless Internet Access we feature free hi-speed wireless internet access from any one of our meeting rooms. The wireless network name (SSID) is **"HolidayInnConference"**

Password:

Current

Changes on August 7th

ihg 912

ihg 512