



**FOR IMMEDIATE RELEASE**  
**January 8, 2011**

**Contact: Katie Hauser**  
**617-954-2325**

**Massachusetts Convention Center Authority's Kristen Hurley named *Successful Meetings*  
'Convention Services Manager of the Year'  
*Out of 131 nominees, Hurley selected as best convention center services manager of 2010***

**Boston** – Kristen Hurley, a senior event manager for the Massachusetts Convention Center Authority, has been named the 2010 Convention Services Manager of the Year by *Successful Meetings* magazine in conjunction with the Association for Convention Operations Management. Hurley will be recognized for her achievement at the 33<sup>rd</sup> Annual ACOM meeting, January 8, 2011, in Las Vegas, Nevada.

The award recognizes a convention center services manager in the country who best exemplifies positive service, effectiveness as a meeting partner, and an ability to go above and beyond to ensure the success of his or her clients' events. The award is presented annually to three convention services managers, one from each of the following categories: hotel, convention visitors bureau and convention center.

Hurley, 28, was nominated by Janeé Pelletier, CMP, vice president of Conference and Logistics Consultants, Inc., for her work with the Association for Computing Machinery and its CHI 2009 event held at the Hynes Convention Center.

"Kristen is one of the most fantastic convention services managers with whom I've ever had the privilege of working," said Pelletier. "She is a friendly, creative problem-solver who deeply understands the needs of meeting planners and works tirelessly to ensure a successful meeting. In addition to providing flawless operational support and miraculously handling even the latest requests, I feel that Kristen went out of her way to partner with me to manage both the meeting and the energetic volunteers. Kristen thinks outside the box to come up with resourceful solutions for her clients — even so far as helping me change out the light bulbs in the hallway to try and meet a volunteer's request. Kristen is an asset to the MCCA and a very worthy recipient of this award."

“Kristen’s honor is a reflection on both her professionalism as well as the MCCA’s commitment to provide exceptional service,” said James E. Rooney, MCCA Executive Director. “We’re honored to have someone of Kristen’s caliber working with us, because the power of our industry is the people you have working for you. You can have a beautiful exhibit hall and a fantastic ballroom, but if you don’t have someone like Kristen helping run your show, it can be all for naught.”

“All of us at the MCCA are celebrating the rare honor awarded to Kristen,” said Maureen Shea Baker, general manager of the MCCA’s Boston Convention & Exhibition Center and Hynes Veterans Memorial Convention Center. “Her detailed approach to managing events and catering to our clients’ needs encompasses all that we strive for in the meeting and convention business. We are all so proud of Kristen’s achievement and equally proud to have her on our team.”

Hurley has been with the MCCA since 2004, where she began her career as a customer service representative attending to event exhibitors. She joined the Event Services team in 2005, and was promoted to Senior Event Manager in 2010.

In her role as Senior Event Manager, Hurley manages high-profile and full-building events at both the Hynes Convention Center and the BCEC such as the 2010 Risk Insurance Management Society annual meeting with 12,000 attendees, LPL Financial focus10 with 10,000 attendees, and the 2008-2010 New England Grows conference and expo with over 13,000 attendees.

#### ***About the Massachusetts Convention Center Authority (MCCA)***

The Massachusetts Convention Center Authority owns and oversees the operations of the Boston Convention & Exhibition Center, the John B. Hynes Veterans Memorial Convention Center, the MassMutual Center in Springfield, MA and the Boston Common Parking Garage. In 2010, the MCCA hosted 239 events at the BCEC and the Hynes with 773,387 attendees. The MCCA is currently in the midst of its Top 5 campaign to launch Boston into the top five convention destinations in North America. For more information, go to [www.t5boston.com](http://www.t5boston.com).

#### ***About Successful Meetings***

A product of Northstar Travel Media, *Successful Meetings* is written for meeting planners across all industries. *Successful Meetings* educates and provides resources and ideas regarding how to create and execute all types of meetings. For more information, go to [www.successfulmeetings.com](http://www.successfulmeetings.com).

#### ***About the Association for Convention Operations Management (ACOM)***

ACOM is dedicated to advancing the practice of convention services management (CSM) in the meetings industry, and to preparing CSM professionals for their critical role in the growth and success of their organizations.

###