



Newsletter

Colorado, New Mexico, Oklahoma, Arkansas, Texas, Kansas, Mexico

February 2015

El Paso Live Announces Promotion & Additions to Staff

Paulino Lopez Promoted to Event Manager

EL PASO, TEXAS – Destination El Paso General Manager Bryan Crowe announced that Event Coordinator Paulino Lopez has been promoted to Event Manager for El Paso Live. Lopez joined the Destination El Paso team in April 2011 after serving as a Performing Arts Management Fellow at Texas Performing Arts Department and as a Program Coordinator in the College of Communication, The University of Texas at Austin.



Paulino Lopez

The Event Manager position includes supervisory responsibilities and provides professional client services in the planning, organization and management of events at the Plaza Theatre Performing Arts Centre, Abraham Chavez Theatre, Judson F. Williams Convention Center, McKelligon Canyon Pavilion and Amphitheatre and other venues owned by the City of El Paso and managed by SMG.

Crowe stated, “Paulino Lopez has made a strong contribution to the operation of the organization by working with the management team to develop new methods, forms and procedures that allow the organization to function more efficiently. In addition to his other duties, he is also responsible for interviewing, hiring and training event staff members. We look forward to his continued success in his new role with the organization.”

Event Marketing Manager - Lily Gonzalez

EL PASO, TEXAS – Destination El Paso is pleased to announce that Lily Gonzalez has joined the organization as Event Marketing Manager for the El Paso Live division.

In this role, Gonzalez will be responsible for promotion of all events held in El Paso Live’s venues to include the Plaza Theatre Performing Arts Centre, Abraham Chavez Theatre, Judson F. Williams Convention Center, McKelligon Canyon Amphitheatre and Pavilion, and other venues owned by the City of El Paso and managed by SMG. Her duties include developing media strategies; public relations plans; media placement and buys; oversight of creative design; distribution of collateral material; and sponsorship fulfillment.

A native El Pasoan, Gonzalez earned a Bachelor of Arts in Journalism and Public Relations from Baylor University and a Master of Arts in English Rhetoric and Writing Studies from the University of Texas at El Paso.

Event Coordinator – Nicolaas Koppert

EL PASO, TEXAS – Nicolaas Koppert has joined the El Paso Live Division of Destination El Paso as Event Coordinator. Nic is a graduate of CSU Northridge with a degree in Broadcast Journalism. He joined the US Army and served in the Army Infantry for several years, including a tour of duty in Iraq as a tank driver before pursuing a career in television production. Nic has worked in the radio and television industry in Los Angeles, CA, and Waco, Midland-Odessa and Dallas, TX prior to relocating to El Paso.

His duties will include assisting to plan and implement events in all SMG-managed City of El Paso facilities. He will be working closely with Paulino Lopez and other El Paso Live Event Managers, Louie Garcia and Elias Carbajal during the immediate future to learn the wide scope of coordination needed to manage the variety of events presented in city venues.

EL PASO GETTING READY TO WELCOME 2015 USBC OPEN CHAMPIONSHIPS

EL PASO, Texas - Construction is underway at the El Paso Convention Center, and the local media and invited guests got their first look at the soon-to-be home of the 2015 United States Bowling Congress Open Championships on Friday.

A crew of more than 50, which includes tournament employees and staff members from Brunswick, the official lane equipment provider for the USBC Open Championships, recently unloaded the dozens of truckloads of materials needed to create the biggest stage in bowling.

The first steps in transforming the convention center into a 62-lane bowling arena included putting up the tournament's custom scoreboards and laying the framework for the lanes. Office and vendor space, as well as the locker and squad rooms, also are in progress.

This year marks the first visit to El Paso in 112 years of tournament history. The venue will feature 52 lanes for Open Championships competition and 10 Showcase Lanes for team practice sessions and the Bowlers Journal Championships presented by USBC.

"I'm especially pleased to welcome USBC back to El Paso for the 112th installment of the Open Championships," El Paso mayor Oscar Leeser said. "USBC is a good-natured organization that believes in giving back to the community, and I can't tell you how happy I am that they are making a conscious effort to purchase their supplies locally, employ hundreds of El Paso's skilled laborers and partner with local non-profit organizations such as Creative Kids, Habitat for Humanity and the Special Olympics."

Guests assembled in the area that eventually will be the end of the event's famed Center Aisle, and USBC Senior Director of Tournament Planning Greg Moore described exactly what goes into creating the one-of-a-kind facility.

Visitors will be invited back to the same spot in approximately 50 days to see the completed venue, which will welcome more than 35,000 bowlers during the 128-day run of the Open Championships from March 7-July 12.

"We've been working on the plans for this year's event for a few years now, and it definitely was exciting to see the trucks roll in, so we could get started," Moore said. "This is largest project we've ever done, and we're in a great new city. We already feel like part of the community, and we know the bowlers will have a memorable time in El Paso."

The El Paso Convention Center also played host to the 2010 USBC Women's Championships, which marked the first time the Women's Championships was contested in a convention-center setting.

The city and convention center now are familiar with the events and ready to welcome this year's bowlers with their Southwestern hospitality.

"The Destination El Paso team has been working diligently to prepare for the 2015 Open Championships by making community presentations and hosting special ambassador trainings for hospitality-industry partners, and we even have developed a state-of-the-art mobile app for bowlers to download and use while they're here," said Destination El Paso General Manager Bryan Crowe. "We pride ourselves on our warm hospitality, and after we hosted the 2010 Women's Championships, we received an overwhelming amount of positive feedback. Our ultimate goal is exceed the expectations of a new crop of visitors in the hope that they'll serve as El Paso ambassadors when they return to their respective cities."

For more information on the Open Championships, visit BOWL.com/OpenChamp. Visit us on Facebook at the official USBC Open/Women's Championships page.

United States Bowling Congress

The United States Bowling Congress serves as the national governing body for the sport. USBC is a membership organization that provides standardized rules, regulations and benefits to make bowling fair and fun for everyone.

The interactive home of USBC is BOWL.com. Go to twitter.com/USBC for the fastest USBC headlines.

Amarillo Civic Center Complex Welcomes Nicki Kelsch



Nicki Kelsch joined the Amarillo Civic Center Complex (ACCC) on January 15, 2015 as an Event Supervisor. Kelsch graduated from Birmingham School of Acting, England with a Bachelor of Arts degree in Stage Management. Kelsch is originally from Winston-Salem, NC. She moved to Texas in the summer of 2013 to be Stage Manager at TEXAS Outdoor Musical Drama. She is very excited with her new journey at the ACCC and hopes to get a better understanding of the management side of events.

INTRUST Bank Arena seeking Operations Manager

SMG, the leader in privately managed public assembly facilities has an immediate opening for an **Operations Manager** at the INTRUST Bank Arena. The Operations Manager is responsible for the daily activities required to run, maintain, and service the facility's events and conversions by performing the essential duties personally and through supervisors and subordinates.

MAJOR RESPONSIBILITIES:

- Assists the director in directing, supervising and scheduling all aspects of operations, including; event conversions; building and grounds; technical services; event services, including ADA compliance; public safety; security; custodial services and parking departments.
- Coordinates the operations activities with other building departments and show-related contractors.
- Implement facility rules, regulation policies and procedures.
- Anticipate problems and appropriate solutions. Investigates, analyzes and resolves operational problems and complaints.
- Provide clear, concise, and timely communication of directives to other departments.
- Ensures that operations department receives pertinent information for most effective use of the facility and staffing.
- Assures facility readiness and smooth operation of events.
- Manages subordinate supervisors in any of the following departments: Changeover, Housekeeping, Operations, and Production.
- Responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.
- Other duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma/GED, Bachelor's Degree or Technical College Degree or a combination of school and work experience, some college preferred.
- Minimum of 2 years experience in Supervising or Managing within a venue.
- Excellent organization skills
- Ability to prioritize and to handle multiple projects simultaneously
- Good written, verbal and interpersonal skills required; ability to interact with all levels of staff including upper management
- Ability to effectively supervise staff
- Strong customer service skills
- Professional presentation, appearance and work ethic
- Basic computer skills, email, Word, Excel, how to use fax machine, and scan documents.
- Zamboni and ice-knowledge a plus.

Supervisory Responsibilities

Directly supervises Operations staff, carries out supervisory responsibilities in accordance with SMG's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

Apply to: SMG/INTRUST Bank Arena, 500 E. Waterman, Wichita, KS 67202

Recruiter: Kim Hillard, Fax: 316-440-9199, Email: careers@intrustbankarena.com

INTRUST Bank Arena Seeking Director of Event Services

SMG, the leader in privately managed public assembly facilities has an opening for a **Director of Event Services** at INTRUST Bank Arena. The Director of Event Services, directs and coordinates personnel, subcontractors and daily activities involved in the successful execution of the events, security and safety of the facility by performing the following duties individually and through staff.

Responsibilities:

- Ensure successful event coordination activities by supervising and training Event staff. Plan, organize and assign day-to-day work assignments for Event Services Department personnel including Event Manager, Event Coordinator(s), Guest Relations Manager and Security personnel.
- Direct, supervise and schedule event coordination and services, event staffing, , security, crowd and risk management, police, fire and safety personnel, and ADA compliance.
- Responsible for all summaries of events produced by the Event Services Department.
- Develop operating procedures that conform to corporate standards, customized to the specific needs of the facility and consistent with the goals and objectives of the client, facility and corporation.
- Manage subordinate supervisors who oversee employees in various functions. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.
- Attend department head meetings. Conduct production meetings and weekly staff meetings to discuss procedures, problems and changes. Develop and maintain a harmonious working relationship with all of the other departments.
- Authorize the requisition of equipment and supplies within budget guidelines.
- Guarantee all codes, laws, ordinances, policies, procedures, risk management, safety precautions, rules, regulations and emergency procedures are followed. Develop program to train all employees on fire/life safety and emergency procedures.
- Implement procedures within the department to establish and maintain customer service standards that are designed to ensure a positive and professional image and generate repeat business.
- Investigate, analyze and resolve event services problems and complaints.
- Coordinate events on selected shows.
- Rotate with other facility personnel to function as Manager on Duty (MOD), who maintains total responsibility and authority over all clients, staff personnel, patrons, security and safety in assigned buildings. Responsibilities include but not limited to making sure contractual agreements are met and clients' event requirements and changes have been made in a timely fashion. On-duty staff/subcontractors ultimately report to the MOD through any Managers or Supervisors who are present during the event.
- Assist in the preparation and negotiation of service agreements for event services security, event staffing and other agreements as needed. Review contracts for compliance with event and/or government specifications and suitability for occupancy.
- Act as liaison between tenants, facility contractors and county emergency personnel as needed.
- Develop and implement emergency procedures, and safety and risk management policies.
- Assist in the preparation and implementation of our internal employee training.
- Responsible for organizing and leading self-promoted community events.
- Work extended and/or irregular hours including nights, weekends and holidays as needed.

Supervisory Responsibilities

Directly supervises Event staff, carries out supervisory responsibilities in accordance with SMG's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

Qualifications:

- Demonstrate knowledge in operational procedures, facility capabilities, industry terminology, event-related services and technical requirements for the types of events anticipated at the facility.
- Possess skills and experience in contract negotiations, business law, budget preparation, labor relations, purchasing procedures and supervising/training personnel.
- Engage in much decision making that is generally governed by procedure and guided by policy.
- Possess any licenses, certificates or training required by local, state or national authorities for the operation of the equipment found in the facility.
- Operate equipment such as light trucks, pallet jacks, forklifts or other light power driven equipment.
- Operate a personal computer using Windows, Microsoft Office software, event software and payroll software (E-Time).
- Operate portable radio and standard office equipment including copier and fax machine.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Organize and prioritize work to meet deadlines.
- Work effectively under pressure and/or stringent schedule and produce accurate results.

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- Maintain an effective working relationship with clients, employees, patrons and others encountered in the course of employment.
- Be licensed and insured to operate a motor vehicle in the United States.
- Remain flexible and adjust to situations as they occur.

Apply to: SMG/INTRUST Bank Arena, 500 E. Waterman, Wichita, KS 67202
 Recruiter: Kim Hillard, Fax: 316-440-9199, Email: careers@intrustbankarena.com

INTRUST BANK ARENA ANNOUNCES PLANS TO GIVE FANS 5-STAR FAN EXPERIENCES IN 2015

(Wichita, Kan.) – This year, INTRUST Bank Arena celebrates five years of creating memories and providing world-class entertainment to fans in downtown Wichita. To celebrate the 5th Anniversary, INTRUST Bank Arena has announced plans to give fans 5-star fan experiences in 2015 at each of their 5th Anniversary Concert Series shows.



As previously announced, INTRUST Bank Arena will put on a 5th Anniversary Concert Series throughout 2015 to commemorate the milestone. As part of the concert series, INTRUST Bank Arena will be giving fans the chance to win a 5-Star Fan Experience for each show in the series. The 5-Star Fan Experiences will include tickets to the concert, round-trip limousine transportation, dinner in the Arena’s Cox Lounge, a 1-night hotel stay and a commemorative concert poster. Contests will begin approximately three weeks prior to each concert series show and will be hosted on the Arena’s social media pages. Three concerts in the series have been announced to date, including Bob Seger (Feb. 17), Fleetwood Mac (Mar. 31) and Foo Fighters (Sept. 30). Fans can expect additional concert series announcements throughout the year.

“We’re in the business of making memories, and when our marketing team got together to brainstorm ways to celebrate our 5th anniversary, we knew we had to come up with something big,” said SMG Director of Sales & Marketing, Christine Pileckas. “The ‘5-Star Fan Experiences’ we’ve put together will not only leave fans with incredible memories, but it will give them the chance to experience our events in a way they might never have been able to experience them otherwise.”

Earlier this month, INTRUST Bank Arena launched a completely new, redesigned website to kick off the fifth anniversary. The newly redesigned website, www.intrustbankarena.com, is sleek, easy to navigate, and offers a full multimedia experience. The site was developed by Howerton+White, an interactive marketing agency in Wichita, Kan. In addition, INTRUST Bank Arena has designed commemorative ticket stock and commemorative souvenir cups for the fifth anniversary. The souvenir cups will be available for purchase at all arena concession stands during events. This week, the arena will also be installing fifth anniversary themed banners on street poles in the arena neighborhood.

UNIQUE CRAFT BEER BAR BREWHAUS BROS. NOW OPEN AT INTRUST BANK ARENA

(Wichita, Kan.) – INTRUST Bank Arena has remodeled and rebranded an upper level concourse concession stand into a brand-new destination space for fans. Brewhaus Bros., a unique craft beer bar, is now open at section 207.



Construction on Brewhaus Bros., the brand-new destination space on the west end of the upper level concourse, began in December. Brewhaus Bros. is a unique craft beer bar and takes the place of the former Dog Pound concession stand at section 207. Brewhaus Bros. will proudly serve craft beers locally brewed in Wichita and across the Kansas region. The bar features 14 taps which will rotate through craft beers.

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The beer menu initially includes Thunder Blonde and What Winter? Ale from Wichita Brewing Co. in Wichita, Kan., Tornado Alley IPA and Old Town Brown from River City Brewery in Wichita, Kan., Teter Rock Kolsch and Warbeard Irish Red from Walnut River Brewing Company in El Dorado, Kan., Gutch English Ale and Thrasher IPA from Defiance in Hays, Kan., 8-Bit Pale Ale and Pub Ale from Tallgrass in Manhattan, Kan., Ad Astra Ale and Oatmeal Stout from Freestate Brewing Company in Lawrence, Kan. and Unfiltered Wheat and Pale Ale from Boulevard Brewing Company in Kansas City, Mo.

In addition, the stand will feature a food menu of tasty snacks that pair well with craft beer. Brewhaus Bros. signature items include an Italian Hot Beef Sandwich, Pub Cheese and Chips, a Charcuterie Plate, a Cheddar Ale Bread Bowl Soup, and SAVOR... Seasoned Pretzels. Seating for more than 90 guests, through a mixture of cocktail tables and traditional tables, was also added to the concourse area outside the concession stand.

“This brand-new destination space offers a new, unique experience for our guests while also providing an additional concourse seating area for fans to relax at,” commented Greg Read, SAVOR Regional Director of Food & Beverage at INTRUST Bank Arena. “We’re pleased to bring this selection of 14 locally brewed craft beers to our guests and to have the opportunity to cater to the craft beer crowd. This is an excellent addition to our already wide variety of food & beverage offerings, and we’re excited for fans to experience this new location.”

Brewhaus Bros. will also serve as the setting for a Wichita Thunder Season Ticket Holder lounge. Season ticket holders must present their season ticket holder card to receive entry into the lounge area and season ticket holders who utilize the lounge will have access to seating areas in Section 209. Brewhaus Bros. will exclusively serve season ticket holders during Wichita Thunder hockey games, with the exception of games that utilize the upper bowl of the arena. For all events where the upper bowl of the arena is being used, Brewhaus Bros. will be open to the public.

Darin Upchurch retires



After 21 years of outstanding service, Darin Upchurch retired from the Austin Convention Center Department (ACCD) of the City of Austin. Darin began his career with the City in 1994 as an Event Coordinator for Palmer Auditorium (now Long Center for the Performing Arts) and the City Coliseum, and then the Austin Convention Center. He continued his ACCD career serving as Manager of the Palmer Events Center before returning to the Center to become Assistant Director of Finance, Accounting, Parking, and Guest Services. Darin is a Certified Meeting Professional (CMP) and is a member of Meeting Professionals International (MPI), the Texas Society of Association Executives (TSAE) and the International Association of Venue Managers (IAVM). Darin’s optimism and tireless work ethic will be missed by all who had the pleasure to work with him.

Ever have questions or concerns about what’s going on (or not going on) in Region 6?



Sherman Bass, CFE – Region 6 Director
General Manager
Amarillo Civic Center Complex
sherman.bass@amarillo.gov

Brian Stovall – Region 6 Assistant Director
Assistant General Manager
Allen Event Center
bstovall@alleneventcenter.com

Kyle Baun – Region 6 Treasurer
Vice President of Ticket Sales and Event Sales
Western Stock Show Association
kbaun@nationalwestern.com

Charly Banks – Region 6 Secretary
Public Events Coordinator
Will Rogers Memorial Center
charly.banks@fortworthtexas.gov

Kent Meredith, CFE – Recent Past Region 6 Director
Director
United Spirit Arena
kent.meredith@ttu.edu

Miami Oklahoma Seeking Managing Director of Coleman Theatre

The City of Miami is accepting applications for the position of Managing Director of the Coleman Theatre. The individual in this position would report to the Executive Director of CVB / Tourism. The individual in this position would execute all aspects of event services and facility operations including overseeing the Coleman Theatre's organizational structure, fundraising, marketing, budgeting, accounting, and day to day operations while meeting the demands of actors, event directors, production personnel, and audience members. This position is considered a visionary and administrator responsible for the overall success of the Coleman Theatre, a working historical landmark for the City of Miami. The individual for this position must have a minimum of three (3) years' experience running a theatre operation. A Bachelor's degree in Arts Management is preferred. A complete job description, requirements and an application may be obtained at the Human Resource Division, 129 5th Avenue NW, M-F, 8:00AM – 5:00PM. Applications will be accepted until Friday, February 20th, 2015. The City of Miami is an Equal Opportunity Employer. Contact: Kimberly Reyes - kreyes@miamiokla.net. City of Miami, PO Box 2288, Miami, OK 74355. More information at www.miamiokla.net.

Alamodome to Receive Major Renovations

The San Antonio City Council has given the go ahead for \$41 million in improvements to the Alamodome in preparation for the 2018 NCAA Men's Final Four. The renovation plan includes the demolition and expansion of the Alamodome's north plaza, expansion of the east and west concourses, new locker rooms and facility technology upgrades. Construction is set to begin in August of this year, with an estimated completion date of November 2016.

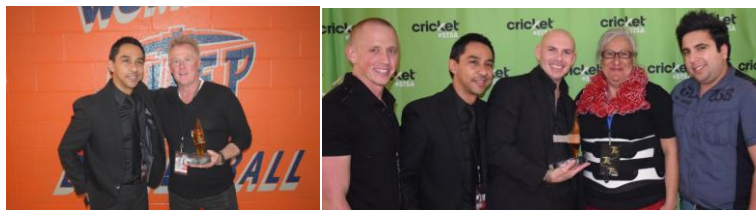


Alamodome General Manager Nick Langella believes the renovations will keep the Alamodome in the running for major events, including the College Football Championship.

Enrique Iglesias and Pitbull Rock University of Texas at El Paso's Don Haskins Center



On Jan. 27 and 28, The University of Texas at El Paso (UTEP) was lit up by a visit from Enrique Iglesias and Pitbull's worldwide tour. The Don Haskins Center was the first stop on the 2015 Cricket Wireless Presents Enrique Iglesias and Pitbull concert. The duo played to a sold-out crowd of almost 16,000. Both artists graciously agreed to accept an award presented by the university's Office of Special Events in commemoration of the UTEP Centennial Celebration. Tour promoter AEG Live also accepted the UTEP Centennial award in appreciation for a long and successful partnership.



COLORADO CONVENTION CENTER ANNOUNCES ASTM VENUE CERTIFICATION: LEVEL 2

What it is and Why it's important. A 101

In January 2015, the Colorado Convention Center was pleased to announce its re-certification to the ASTM/APEX Venue Sustainability Standard at the higher Level 2. Always striving to be a leader, the Colorado Convention Center was the first venue to achieved certification to the standard in 2012. By continually improving upon its practices and using the standard as a guide for new programs, the convention center is proud to have achieved an advanced certification level in 2015.

Other convention centers with this recognition include: Vancouver Convention Center, McCormick Place, Orange County Convention Center, the Las Vegas Sands and Marina Bay Sands in Singapore, and the Hong Kong Convention and Exhibition Centre. For a full listing of suppliers who have achieved this certification, including CVB's and Food and Beverage operations, visit [the Project Registry](#).

About the Standards:

Spearheaded by the US Environmental Protection Agency and their relationship with the Green Meeting Industry Council, the standards were developed in collaboration between APEX (the Convention Industry Council's Accepted Practices Exchange) and ASTM (An ANSI certified international standard development organization). Hence the standards are referred to as the APEX/ASTM Environmentally Sustainable Event Standards.

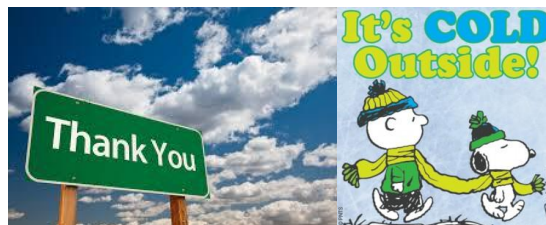
Over the course of three years, a core development team including approximately 50 volunteers served in the capacity of panel members, committee leaders and members spanning the globe and the industry. This group included planners, suppliers, government representatives, non-government and non-industry players. In addition, the processes has had input from more than 350 volunteers globally through direct input to committees, online feedback options and city discussion groups.

The purpose was to develop voluntary standards that can be implemented to create a more sustainable meeting or event. The standards were designed to be: measurable; allow for various levels of engagement (1 thru 4); address policies; and hold both the supplier and planner accountable for implementation.

The standards address best practice in nine sectors of meeting management: Accommodations, Audio Visual/Production , Communications, Destination Selection, Exhibit, Food and Beverage, Meeting Venue, Onsite Office, and Transportation.

The eight areas of focus within the standards are intended to address both environmental and social impacts, and include: Staff Management and Environmental Policy, Communication, Waste Management, Energy, Air quality, Water, Procurement, and Community Partners.

For more information about the standards, visit [the Convention Industry Council](#).



Thank you to our newsletter contributors this month!

Sherman Bass – Amarillo Civic Center Complex, Region 6 Director

Rich Carollo – Colorado Convention Center

Andrea DeLaune – City of Antonio Alamodome

Kimberly Foster – Destination El Paso/El Paso Live

Carol McNeal – Destination El Paso/El Paso Live

Han Owens – Amarillo Civic Center Complex

Christine Pileckas – INTRUST Bank Arena

Kimberly Reyes – City of Miami, Ok

David Thomas – Austin Convention Center Department

Julian E. Valdes – University of Texas at El Paso

Nick Zazal – Walton Arts Center/Walmart AMP

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