



# Newsletter



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

March 2015

## REGION 6 VMS SCHOLARSHIPS!

Region 6 was again able to fund a two year scholarship for the Venue Management School at Oglebay. This year’s scholarship committee received several applications from qualified applicants and chose Terri McGilbra, Assistant Director, Tulsa Performing Arts Center. She was recently promoted to Assistant Director at Tulsa Performing Arts Center after 21 years of experience in customer service, ticket operations and management. During her role as Ticket Office Manager the Tulsa PAC launched and expanded the regional ticketing initiative, MyTicketOffice.com, that includes Tulsa PAC venues along with 16 partner venues across the region. The success of this effort led to the 2013 INTIX award for Box Office of the Year. Terri is excited to attend the Venue Management School and to further her career in the performing arts industry.



Terri McGilbra



Kelly Graham

In addition, the 2014 recipient, Kelly Graham, Facility Coordinator at Lakewood Cultural Center in Lakewood, Colorado will complete her second year at Oglebay this year. Kelly has over 10 years of experience in venue management and event planning. A native of South Dakota, Kelly began her career in Breckenridge, Colorado as an event assistant at the 770-seat Riverwalk Center. In addition to her responsibilities there, she coordinated town events including the International Snow Sculpture Championships. Since 2006, Kelly has made her home at Lakewood Cultural Center which boasts a 320-seat performing arts venue, visual art and dance studios, multiple gallery spaces and a diverse array of meeting and event facilities. She currently lives in the Denver Metro Area with her husband Tony, her two children Jacob and Kylee, two golden retrievers and a parrot.

Congratulations to these deserving recipients and thank you to this year’s scholarship committee: Meredith Imes (chair), Kelly Graham, Ben Rolens and Sherman Bass (ex-officio).

## Walton Arts Center/Walmart AMP Seeking Facilities Director

### JOB SUMMARY:

To plan, direct and manage repairs, maintenance, landscaping and housekeeping of Walton Arts Center physical plant, grounds and all venues and properties, lead the execution of set-ups and strikes of event and client rentals. Current properties include Walton Arts Center, Nadine Baum Studios and WalMart Amphitheater.

### QUALIFICATIONS:

Bachelor’s degree from four-year college/university or equivalent. Five years related experience and/or training with at least three years specifically including direct responsibility for building technical systems. Strong knowledge of building codes, laws, and policies related to facility operations.

### RESPONSIBILITIES:

#### Repair/Maintenance of Physical Plant & Grounds

- Ensure proper operation and maintenance of all building systems, including HVAC, electrical, and plumbing
- Provide direction, leadership and management of comprehensive proactive equipment repair plan and maintenance program
- Oversee general repairs of the facility through staff or through subcontractors.
- Develop, implement and maintain routine and long term maintenance, repair and replacement schedules for all venues

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### • Housekeeping & Landscape

- Provide direction, leadership and management of comprehensive program for housekeeping and landscaping
- Develop, implement and maintain long range and routine housekeeping and landscape schedules
- Review and maintain housekeeping and landscaping records for all facilities
- Conduct walkthroughs and record damages from resident or client events; communicate damages to other WAC departments, create invoices and track repairs and completion of projects due to loss or damage

### Security & Safety

- Review and modify the facility's Emergency Plan, and ensure that staff is trained appropriately on a regular basis.
- Establish, maintain and review security and safety requirements for all equipment
- Maintain codes/access to electronic security system and keying systems
- Set-up and manage key system for all venues including tracking inventory and distributing.

### Events

- Provide leadership and direction for scheduling personnel for setup of events
- Communicate with personnel and provide leadership for positive client, user and patron relationships
- Coordinate with Walton Arts Center departments for effective setups of events

At Walton Arts Center -"life is sweet" is more than a tagline; it's how we work. We work to make life sweet for our community, our patrons, and each other by fostering a culture of creativity and excitement. We invite you to bring your knowledge and vision into a fun and exciting collaborative working environment where the arts are celebrated daily and where each employee is recognized and valued for contributing to the organization's success.

For more information visit [www.waltonartscenter.org](http://www.waltonartscenter.org) and [www.arkansasmusicpavilion.com](http://www.arkansasmusicpavilion.com). Please email your resume, cover letter to [humanresources@waltonartscenter.org](mailto:humanresources@waltonartscenter.org).

## The Sold Out Trend Continues at the Don Haskins Center...

After two sold out performances in January of Enrique Iglesias and Pitbull, hit comedian Gabriel "Fluffy" Iglesias visited the University of Texas at El Paso's (UTEP) Don Haskins Center for an uproarious sold-out performance on Feb. 13. The funny man also received UTEP's Special Events Centennial Award, bestowed on major performers visiting the university's venues in commemoration of UTEP's Centennial celebration. The award itself – one-of-a-kind crystal pickaxe tinted with the university's orange hue – was created to represent UTEP as a beacon of knowledge, productivity and inspiration.



Pictured: Brad Thomas, Technical Coordinator; UTEP Office of Special Events Director of Facilities Management Mike Spence; UTEP Office of Special Events Executive Director Jorge Vazquez; comedian Gabriel Iglesias; UTEP Office of Special Events Marketing Manager Julian E. Valdes; UTEP Office of Special Events Technical Supervisor Fernie Mabini; and UTEP Office of Special Events Assistant Director Ricky Nichols. Photo by Ivan Pierre Aguirre, UTEP News Service.

Legendary Mexican singer-songwriter Juan Gabriel made a special stop – the first on the second leg of his Volver Tour – in El Paso on Feb. 18. The icon delighted a sold-out crowd of more than 10,000 at UTEP's Don Haskins Center. Tickets sold out in a matter of minutes with extra seats added to accommodate the demand.



Photo by Ivan Pierre Aguirre, UTEP News Service.

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On Feb. 20, audiences at UTEP's Don Haskins Center were treated to nine stellar acts as part of the Valentine's Super Love Jam, which featured The Manhattans, The Chi-Lites, Evelyn "Champagne" King, Tierra, Deniece Williams, Gene Chandler, Barbara Lynn, The Originals and Dorothy More. The show marked the third time UTEP's Office of Special Events partnered with promoter Pacific Concert Group.



Pictured: UTEP Office of Special Events Director of Facilities Management Mike Spence; members of Pacific Concert Group Management; UTEP Office of Special Events Marketing Manager Julian E. Valdes; and UTEP Office of Special Events Assistant Director Ricky Nichols. Photo by Office of Special Events.

## AUSTIN CONVENTION CENTER UNDERGOES EXTERIOR RENOVATION DURING SPRING/SUMMER 2015

*Austin, Texas* – In an effort to improve the overall layout of the facility and improve the experience of its attendees, the Austin Convention Center is undergoing substantial renovation to its exterior walkways on the Cesar Chavez Street side of the facility between Trinity and Red River Streets throughout the spring and summer of 2015.

Beginning on January 5, 2015, the Austin Convention Center Department (ACCD) closed off foot traffic to begin renovations. Work crews then began replacing existing outside pavers with decorative stamped and colored concrete. According to Anthony Collier, FMP, SFP, PMP, and Project Manager, the renovation will serve a multitude of purposes, including “creat[ing] more pedestrian-friendly accessibility, provid[ing] an opportunity to create outdoor event space, and provid[ing] space for shows to stage items (promotional vehicles, boats, RVs).”

In addition, the renovation will include an increase of the current number of bicycle racks around the convention center, an increase in lighting, and ADA-compliant sidewalks. Collier added, “(This renovation) (t)ies into the City of Austin’s ‘Great Streets’ master plan for downtown and makes our facility more marketable.”

Beginning Saturday, March 7, 2015, work will come to a halt while the South by Southwest (SXSW) conventions and festival come to the Austin Convention Center and downtown Austin. On Monday, March 23, 2015 and upon the conclusion of SXSW, work will resume on the Cesar Chavez side of the convention center, concluding on or before September 15, 2015.

The Austin Convention Center Department manages the LEED® Gold certified Austin Convention Center and the Palmer Events Center, along with three parking facilities. Nearly 11 million people have attended 4,000+ combined events at the Convention Center, which opened in 1992, and the PEC which opened in 2002. Events at both facilities can be accessed at [www.austinconventioncenter.com](http://www.austinconventioncenter.com) or [www.palmereventscenter.com](http://www.palmereventscenter.com).

## February 2015 at the Eisemann Center Busy but Rewarding

**RICHARDSON, TEXAS** – The Eisemann Center for Performing Arts participated in and presented a plethora of activities in February, including a 10-day dance residency, a documentary showing and a star-studded press event with a new community partner, a world premiere musical, a 50<sup>th</sup> Anniversary tour and the genesis of a new Texas-focused benefit concert. All of these events were part of the *Eisemann Center Presents* 2014-2015 Season and were happening along with other client events in the facility.

- **Paul Taylor 2 Dance Company** residency with the UT Dallas School of Arts & Humanities from Jan. 29 through Feb. 7. Company Director Ruth Andrien worked with students for several days in master classes and rehearsals before the **Taylor 2 Company** arrived to work with the students. The residency highlight was a workshop performance of Taylor dances on Feb. 7 prior to the main **Paul Taylor Dance Company** performance.

- Documentary Screening of *Paul Taylor: Creative Domain* in partnership with the Arts Incubator of Richardson (AIR) at the Alamo Drafthouse Cinema on Feb. 5 with the producer, director, two dancers and Mr. Taylor’s assistant in attendance for a panel discussion.

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• **Paul Taylor Dance Company** Master Class on Feb. 6 taught by Plano native and SMU graduate, Parisa Khobdeh. Open Educational Rehearsal on Feb. 7 during day of show technical rehearsal with commentary by company manager. We also staged a Meet the Artists reception for invited guests post-performance on Feb. 7.

• Press event to promote the World Premiere of *The Last Two People on Earth: An Apocalyptic Vaudeville* starring Mandy Patinkin and Taylor Mac on Feb. 12 at show sponsor Alamo Drafthouse Cinema in Richardson prior to a quote-along screening of *The Princess Bride*. Also on the panel was Director/Choreographer Susan Stroman.

• Methodist Richardson Family Theatre Series production of *The Teacher from the Black Lagoon and Other Story Books* on Feb. 15 and the pre-show Eisemann Extras activities.

• World Premiere of *The Last Two People on Earth: An Apocalyptic Vaudeville* starring Mandy Patinkin and Taylor Mac ran for seven performances: Feb. 17-22 to rave reviews and sold out houses. This amazing experience came about through a continuing relationship between the Eisemann Center's Bruce MacPherson, producer Staci Levine and Mr. Patinkin, making his fourth appearance at the Center.



Bruce MacPherson with *The Last Two People on Earth*

• We had prepared for the sold-out concert with **Arlo Guthrie** on the *Alice's Restaurant 50<sup>th</sup> Anniversary Tour* on Feb. 27, but had not planned on a major winter storm that kept a lot of patrons home, fearful of the road conditions, but the show did go on.

• **Celebrate Texas!** – Music, Food, Libations & Art benefitting Eisemann Educates and the Big Texas Swing School launched for the first time on Feb. 28. The VIP sponsor dinner was created and prepared by celebrity chef Stephan Pyles on the Bank of America Theatre stage. Tastings happened in the main lobby space with local restaurants, Texas wineries and Texas breweries. Musical entertainment (western swing) was provided by Dave Alexander and his Big Texas Swing Band, The Quebe Sisters Band and fiddler Jason Roberts. Western art by Sherri Alexander was on display and a giclée print of one of her paintings was given away in a chance drawing.

We call this a good month in terms of delivering great entertainment and opportunities for audience engagement within our community and the North Texas region.

## Tulsa PAC Welcomes New Technical Director

The position of Technical Director for the Tulsa Performing Arts Center may be new for Scott McLarty, but he's very familiar with the venue, its staff, and the city of Tulsa, which owns and operates the PAC. He began working at the Center in 2007 for the local stagehand union, and was later hired full-time as the Tulsa PAC's House Carpenter.



Prior to that, he attended Tulsa Community College, where he was the theatre department's prop master, and at the University of Oklahoma, where he was heavily involved in all facets of stage set design and production.

About his recent promotion, he says, "I've been given an opportunity to put my fingerprints on many of the shows that are presented at the PAC. Being a Technical Director for a high-level, multi-event venue has always been my dream."

The Tulsa PAC has hosted more than 500 events per year over the last decade and is the performance home of 14 Tulsa arts and entertainment organizations. The Technical Director not only works with local groups and their representatives, but also with numerous touring events that present at the Tulsa PAC each year.

## USBC: March Update

As soon as the paint dried and the last of the dry wall had gone up, the El Paso Convention Center opened its doors to El Pasoans for three special community events prior to the official opening of the 2015 United States Bowling Congress (USBC) Open Championships. The El Paso USBC Chapter hosted its Youth and Special Olympics Tournaments on February 28 and March 1, 2015. The bowlers competed in three handicap divisions in a three-game format and with over 250 entries; more than \$13,000 in scholarships were awarded during the El Paso Youth Tournament.



The 2015 USBC Open Championships build is the biggest in their 112 year history, with 52 open lanes and 10 additional practice lanes which proved to be the perfect size for the YWCA El Paso del Norte 'Roll with YWCA fundraiser on Monday night, March 2, 2015. "It's an outrageous opportunity to hold our very first bowling fundraiser in this venue," said Dr. Sandra Braham, Chief Executive Officer of YWCA El Paso. "This event is so important to our city, and we're humbled and grateful to USBC for allowing us to hold our event here today." The fundraiser proved to be a huge success and a great opportunity for the community to come together with over 175 registered players.



The official opening ceremony event featured to be a true El Paso welcome with *folklorico* dancers and *mariachis*, which were eager to celebrate the first arrival of the expected 40,000 bowlers at the El Paso Convention Center on March 7. Chuck Brockett of Burlington, Iowa won the honor of "Joe Bowler" award and rolled the first ball at the USBC Open Championships ceremony adorned in a black *sombrero* and *charro* vest.

## Midland County Horseshoe Arena and Pavilion Seeking Assistant Director

Dooley Management Company, a Texas company with 25 years experience in Venue Management, Promotion and Food and Beverage Sales, has an immediate opening for Assistant Director of the Midland County Horseshoe Arena and Pavilion in Midland, Texas. The Horseshoe Arena in 2014 served over 160 events and 220 event days. This year, with the opening of the new entertainment and meeting venue named *The Pavilion*, it will serve even more. And this summer, the adjacent *Pavilion Amphitheatre* seating 4,500, will open for parties, concerts and entertainment under the stars. The position of Assistant Director is a new position.

The Assistant Director (AD) is responsible for assisting the Horseshoe Director in Event Services and Bookings. The AD has a specific area of purview, which includes all front of the house activities including Event Acquisition, Booking, Event Information and Management, Ticketing, Financial Reporting, Contract Compliance and Social Media Input. The AD Supervises the Box Office Manager, general office staff and numerous part-time and contact event personnel. The AD works directly with the Operations Manager and Food & Beverage Director to provide Event information and reports to all staff.

The successful candidate will have a minimum of five years progressively responsible experience in Arena, Theater, Amphitheatre or Convention Center management plus a college degree in Public Administration, Leisure Services or Business Administration. Direct experience in Booking or Marketing a public events venue is preferred. Experience with equestrian venues is a plus.

Dooley Management Company supports equal opportunity and offers a complete job benefits package including Health Benefits, Limited Matching Retirement Contribution and Sick and Personal Leave. The AD position is exempt from overtime. Contact Rhett Lively at [adminasst@midlandhorseshoe.com](mailto:adminasst@midlandhorseshoe.com) with questions *or* to submit a resume with availability and compensation requirements.

## **BOK CENTER NOMINATED FOR ACM VENUE OF THE YEAR**

**(Tulsa, Okla.) February 27, 2015** – The SMG-managed BOK Center was nominated for the sixth consecutive year by the Academy of Country Music (ACM) for Venue of the Year – Large Capacity. The BOK Center, which opened in 2008, has been nominated for the award every year since opening.

In order to be considered for Venue of the Year, the venue must have bought or promoted at least three country concerts during the prior calendar year of January 1 to December 31, 2014, and be in good standing with all agents. In 2014, BOK Center hosted four country concerts including Lady Antebellum, George Strait, Brantley Gilbert and Eric Church.

"We are honored to once again be nominated by the Academy of Country Music for Venue of the Year," said SMG General Manager Jeff Nickler. "In today's competitive environment where venues compete for every show we book, BOK Center's continued success is a testament to the passion Tulsans have for country music. We couldn't be more appreciative of the artists and promoters who continue to think of BOK Center as a must-play venue."

Also nominated for Venue of the Year - Large Capacity were Cruzan Ampitheatre (West Palm Beach, FL), Gorge Ampitheatre (George, WA), Hollywood Bowl (Hollywood, CA), and Klipsch Music Center (Noblesville, IN).

Venue of the year is an off-camera Industry Award and will be presented during the 9th Annual ACM Honors event September 1, 2015 in Nashville at the historic Ryman Auditorium. The Industry Awards honor the behind-the-scenes industry professionals and venues who contribute so much to the artistry, success and longevity of country music. The award is considered a part of the 50th Annual Academy of Country Music Awards and is voted on by the professional membership of the academy.

## **SMG PROMOTES DOYLE TO DIRECTOR OF MARKETING**

**(Tulsa, Okla.) February 13, 2015** – SMG Tulsa is pleased to announce the promotion of Meghan Doyle to Director of Marketing for BOK Center. Doyle has served as Marketing Manager for BOK Center since October 2013.



In this new position, Doyle will have an expanded role in the daily management of the marketing department as she oversees the strategic planning and implementation of marketing activities and public relations for BOK Center as a whole, including event marketing, national publicity campaigns, advertising and interactive marketing.

"Since joining the SMG team in 2013, Meghan has worked diligently to build strong relationships with promoters and has proven to have the do-whatever-it-takes attitude to ensure every event at BOK Center is a success. In her new role, Meghan will focus on continuing the strong national brand of BOK Center while ensuring the building is one of the top ticket selling venues," said SMG General Manager Jeff Nickler.

Doyle, a University of Oklahoma graduate, began her career as an Assistant Media Buyer for Dallas based advertising agency, Moroch. Two years later she moved to Tulsa to take on the role of Media Buyer/Planner for local based advertising agency, Brothers and Company. In 2013, Doyle joined the SMG Tulsa team as Marketing Manager, responsible for day in and day out involvement of working with show promoters to ensure every marketing campaign was the strongest it could be.

"This is an incredible opportunity to expand my role within SMG," said Doyle. "I am very fortunate to work with an amazing team and I'm excited and ready to take on this new challenge. I very much look forward to building on the success we have already achieved at BOK Center and definitely want to expand the boundaries of the marketing department."

## **RESTORATIONS UNDERWAY AT WICHITA'S HISTORIC ORPHEUM THEATRE**

(Wichita, Kan.) – Wichita's Orpheum Theatre, an SMG-managed facility, proudly announces that restoration of the auditorium foyer and east stair tower is now underway.

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Built in 1922, the Orpheum Theatre was designed by architect, John Eberson, and is widely accepted as the first of his “atmospheric” style theatres. It was originally a vaudeville house on the Orpheum circuit and converted to movie house in the 1930s. In 1976, the Orpheum closed its doors and remained closed through the 1980s. The theatre began to operate in a limited capacity in the 1990s and worked its way up to full-time operation by the mid-2000s. Continuous improvements have been made during this time to ensure the theatre is fully functional. This next phase of restoration is the first step towards completing full restoration of the historic theatre.



The project currently underway, titled Phase 1, involves the re-plastering, repairing, refurbishing and repainting of the walls, ceilings, decorative crown molding, decorative mirrors, wall sconces, ceiling lights and stair railing. Several new doors will replace old ones, new carper and benches will be installed, along with new wood floor boards and wood trim. Heating and air conditioning will also be installed to service the foyer area, where there currently is now.

“Restoration of the foyer and stair tower will be great in terms of enhancing not only the look, but the functionality of the space. Orpheum patrons’ first glimpse inside of the theatre will soon be a beautifully restored front of house,” said Barney Byard, Theatre Director. “As people see progress from this phase, momentum and excitement will ramp up for the next phases of restoration.”

Restoration of the auditorium foyer and east stair tower will cost approximately \$500,000 and will be completed sometime this fall. The work will be performed during the day and will not disrupt the theatre’s regular performance schedule. This project, which is privately funded, is the last phase of restoration the theatre can complete while open and operating. Phases 2, 3 and 4 will be done simultaneously and include the Orpheum auditorium, stage house, and new lobby with additional bathrooms and concession spaces. The Orpheum’s Capital Campaign will raise all of the funds needed to complete the long-awaited restoration of Wichita’s iconic, downtown theatre.

“We are excited about what this next phase of restoration will deliver to the community. The work is needed and the results will be beautiful. Our donors made this happen, and to them we are extremely grateful,” said Jennifer Allen, Orpheum Theatre President.

## **INTRUST BANK ARENA GEARS UP FOR FOUR EVENTS IN FOUR DAYS**

(Wichita, Kan.) – INTRUST Bank Arena is set to host thousands of guests in downtown Wichita this week as it prepares to host four events in four days. One concert, two Wichita Thunder hockey games and the inaugural game for the Wichita Force of Champions Indoor Football will take place at INTRUST Bank Arena this Thursday through Sunday.

“It’s an exciting week for our staff at INTRUST Bank Arena and we hope it’s an exciting week for our fans,” said A.J. Boleski, SMG General Manager. “We strive to attract a variety of entertainment to our community and this weekend exemplifies that.”

The Avett Brothers concert kicks off the busy week on Thursday, February 26 at INTRUST Bank Arena. The Avett Brothers last played Wichita in 2012 for a sold out performance at the Wichita Orpheum Theatre, an SMG managed facility, and will play in an intimate half-house set up at INTRUST Bank Arena. Tickets are still available for the concert which starts at 7:30 p.m. with doors opening at 6:30 p.m.

Link to time-lapse video: <http://youtu.be/Xot42Ah7kQ8?list=UUnB5SDdOrhCPzng8w2qtXPA>

The Wichita Thunder takes to home ice for two games this weekend, taking on Brampton on Friday night, February 27 and capping off the weekend on Sunday, March 1 versus Allen. Friday night’s hockey game features the team’s first-ever adult jersey giveaway where the first 1,000 adults in attendance will receive a special Thunder jersey. Sunday’s game features a special post-game skate for fans. More details on the promotional nights can be found at [www.wichitathunder.com](http://www.wichitathunder.com). Tickets for both games are still available.

The Wichita Force kicks off their inaugural season at INTRUST Bank Arena on Saturday, February 28 with their home opener versus the Salina Bombers. Fans can experience this exciting brand of indoor football which provides fun for the whole family with tickets starting as low as \$10.

## **BEN GEORGE NAMED EXECUTIVE CHEF FOR SMG AT INTRUST BANK ARENA**

(Wichita, Kan.) – The SMG-managed INTRUST Bank Arena recently announced the hiring of Ben George as Executive Chef.

Prior to joining SAVOR... Wichita at INTRUST Bank Arena, George served as the Executive Chef at the Ambassador Hotel in downtown Wichita, Kan. While at the Ambassador, George led the team to several accolades, including winning the 2014 Iron Chef Wichita, being named 'Best Meal 2014' by the Wichita Eagle, being voted Wichita's Best Gourmet Burger, and more. Additional previous experience includes Treat America Dining, Tallgrass Country Club, The Anchor, Warren Theatres and Highland Country Club.

"We're excited to have Ben join our team here at INTRUST Bank Arena," said SMG Regional Director of Food & Beverage, Greg Read. "His experience at numerous elite facilities will bring a great amount of expertise and fresh, innovative ideas as we continue to provide a top-notch dining experience at our arena."

In his new role as Executive Chef, George will develop creative recipes and menus to enhance the culinary experience provided at INTRUST Bank Arena and will be responsible for the execution of banquets, catering events and premium food & beverage services.

"I look forward to bringing my style of unique flavors and culinary flare to INTRUST Bank Arena," commented Executive Chef, Ben George. "Whether guests are attending a concert or a private catering event, they can definitely expect our menus to stand apart from traditional arena offerings and exceed their expectations."

## **SMG AND INTRUST BANK ARENA NOMINATED FOR BEST IN BUSINESS AWARD**

(Wichita, Kan.) – The Wichita Business Journal has recognized INTRUST Bank Arena, an SMG managed facility, as a nominee for the 2014 Best in Business Award. The Best in Business competition recognizes Wichita-area companies for revenue growth, community involvement, and marketing and product innovation.

In addition to INTRUST Bank Arena, 2014 Best in Business nominees include Account Recovery Specialists Inc., Building Controls and Services Inc., Custom Cupboards, Dean E. Norris Inc., Equity Bank, Foley Equipment, Goodwill Industries of Kansas Inc., Larksfeld Place Retirement Communities Inc., LifeTeam, Occidental Management, Quality Solutions Inc., Transitions Group Inc. and Voice Products Inc. Best in Business winners will be announced at an awards luncheon on Tuesday, April 14 at the Hyatt Regency Wichita.

"It's an honor to be recognized on a local level for achievements in the areas of community involvement and innovation," said Chris Kibler, SMG Assistant General Manager/Director of Finance. "SMG strives to be a leader in both the entertainment industry and in our community through community service, charitable giving, and creating memories through world class entertainment. We're proud to be nominated for this award and are appreciative of the recognition."

## **SMG and 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.

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- 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.

**OTHER QUALIFICATIONS:**

- Ability to work with limited supervision
- Requires ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.
- Must be able to speak, read and write English
- Must have professional attitude and appearance

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to walk extensively; occasionally required to kneel, climb to high walkways or balance. The employee must occasionally lift and/or move up to 65 pounds. This position requires work inside and outside of the building and some exposure to adverse conditions.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

Apply to:

SMG/INTRUST Bank Arena

500 E. Waterman

Wichita, KS 67202

Recruiter: Kim Hillard

Fax: 316-440-9199

Email: [careers@intrustbankarena.com](mailto:careers@intrustbankarena.com)

## THE AT&T PERFORMING ARTS CENTER GETS CERTIFIED

The creative services department at the AT&T Performing Arts Center in Dallas, TX is in a frenzy to get a slew of new business cards designed and printed. Who knew an acronym at the end of someone's title could cause so much work? If you were to ask our new Certified Meeting Planners and Entertainment Technician Certification Program recipients, they would tell you it takes an immense amount of training, studying, empty coffee pots, and color-coded, tabbed binders to receive those designations.

At the beginning of the 2014/2015 season, Center management set the goal for all event managers to receive their CMP credential and for all production supervisors to successfully complete the ETCP. Over the course of six months both departments established training schedules, work lunches, study groups, and benchmark testing. The end result came about this January when the Center saw a 100% CMP pass rate in the events department and five production supervisors receive their ETCP credentials. One of those production supervisors, Nicole Iannaccone, is the first woman in the state of Texas to pass the ETCP Electrician's track.

We offer congratulations and celebration to all the team members who put in the extra hours above their normal demanding jobs to receive their certifications. Their dedication to bettering themselves will make the AT&T Performing Arts Center a safer place to work and elevate the level of service we can provide our customers. We could not be prouder of our staff!

### New CMP Recipients:

Russell Read, VP of Operations  
Paul Cathey, Director of Production & Events  
Alex Hargis, Sr. Event Manager  
Meredith Merritt, Event Manager  
Wellington Hughes, Event Manager  
Caitlin Volpe, Event Coordinator



### New ETCP Recipients:

Charles Amaral Jr. (Rigging – Arena/Theater)  
Patrick Keller (Rigging – Arena/Theater)  
Stephen Dex Woodward (Rigging – Theater)  
Weston Keifer (Rigging – Theater)  
Nicole Iannaccone (Electrician – Theater)  
Jeff Waite (Electrician – Theater)

## College Park Center hosting HBO Boxing After Dark on April 18.

**HBO BOXING**

WORLD CHAMPIONSHIP



## BOXING'S "2014 FIGHTER OF THE YEAR" TERENCE CRAWFORD VS THOMAS DULORME

On March 5<sup>th</sup>, Top Rank announced College Park Center as the site for the April 18<sup>th</sup> World Championship rumble between Undefeated WBO World Lightweight Champion and the Boxing Writers Association of America's (BWAA) 2014 "Fighter of the Year" **TERENCE CRAWFORD** and **THOMAS DULORME**, the No. 2 world-rated junior welterweight contender.

The April 18<sup>th</sup> event will be broadcast live as part of HBO's Boxing After Dark series. Tickets are available at [www.utatickets.com](http://www.utatickets.com).

## Dinosaur Ad Earns Award for SMG Oklahoma City

The marketing team at the SMG-managed Chesapeake Energy Arena has been honored by the Oklahoma City Ad Club with a 2015 ADDY Award.

SMG was presented with a Silver ADDY in Interior Still or Static for its promotion of Walking With Dinosaurs The Arena Spectacular. The ADDY Awards annually recognize and reward creative excellence in the art of advertising.



SMG's winning entry was an escalator wrap installed at Penn Square Mall advertising the Walking With Dinosaurs shows at the arena. The ad featured a brachiosaurus with its neck extending the length of the escalator and helped increase the show's exposure. It even served as a backdrop when the show brought its Baby T-Rex to the mall for an appearance to promote the show.

This is the second ADDY SMG has won in three years. It also received the Silver ADDY in Special Event Material for chalk art used to promote Batman Live in 2013.

## Chesapeake Energy Arena Lands on Vegetarian-Friendly Arenas List

The SMG-managed Chesapeake Energy Arena in Oklahoma City is the No. 2 vegetarian-friendly NBA arena, according to a list released by the People for the Ethical Treatment of Animals.

PETA announced its five most vegetarian-friendly NBA arenas Tuesday and singled out Chesapeake Energy Arena for the vegan options available at its concession stands. The organization also praised Center Court Grill, a premium dining option at the arena operated by SMG's food and beverage arm, SAVOR.



Prior to the 2014-15 NBA season, SAVOR added several vegetarian options to its concession stands, including grilled cheese sandwiches and a Portobello mushroom veggie burger. Vegetarian options at Center Court Grill include spinach artichoke dip and a Vidalia onion stuffed with quinoa. The full list of PETA's Top Five Vegetarian-Friendly NBA Arenas can be found at PETA.org.

## ALAYNA AGUILERA NAMED SMG-TULSA EMPLOYEE OF THE YEAR



**(Tulsa, Okla.)** – SMG-Tulsa, the management company of the BOK Center and Cox Business Center, named Alayna Aguilera 2014 Employee of the Year. Aguilera serves as an Audio/Visual Technician in the Department of Information and Technology.

Aguilera was recognized for her dedication to the success of events at BOK Center and Cox Business Center, including her production work on the inaugural Tulsa Comic Con and the ONEOK Outdoor Stage during Rock 'N Rib Festival. Additionally, Aguilera stepped into a leadership role within her department for an eight-week period while her supervisor was on leave.

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"Alayna embodies our SMG-Tulsa mission of being 'Outrageously Excellent' as we relentlessly pursue superior experiences for our clients, guests and staff. In the past year she has played an integral role in the growth and success of our A/V department," said SMG-Tulsa General Manager Jeff Nickler.

Nickler continued: "Alayna has helped many of our clients with various budget sizes achieve their vision for their events. Her willingness to go above and beyond and assist wherever needed coupled with her technical skills and warm demeanor all contributing factors in the decision to award her Employee of the Year."

Aguilera began at SMG in October 2013 as a part-time Audio/Visual Technician, and was promoted to full-time status in August 2014.

"It is hard to express how honored I feel to be recognized as Employee of the Year while in the company of such dedicated and talented industry professionals," Aguilera said. "The time I have spent with the SMG-Tulsa team has been and continues to be a remarkably rewarding experience."

The SMG-Tulsa Employee of the Year is voted on by an internal committee of coworkers who recognize and award the efforts of staff members who go above and beyond the scope of their positions for clients, guests and vendors.

## **TWO SMG-TULSA EMPLOYEES RECEIVE CMP ACCREDITATION**

**(Tulsa, Okla.)** – Assistant General Manager of the Cox Business Center Kerry Painter and Director of Convention Sales and Marketing at the Cox Business Center Kathy Tinker both received Certified Meeting Professional (CMP) accreditation through the Convention Industry Council (CIC).



Kerry Painter    Kathy Tinker

Painter and Tinker are the first staff members in SMG-Tulsa history to receive the CMP accreditation. Currently, there are fewer than 100 CMPs in the state of Oklahoma.

"We're very proud of the hard work Kerry and Kathy put in to receive this certification," said Jeff Nickler, General Manager of SMG Tulsa at Cox Business Center and BOK Center. "We're committed to the continuing education of our staff to ensure that we're maintaining and utilizing the best standards, practices and ethics available in the industry today."

Painter joined the SMG-Tulsa team in February 2014. Prior to coming to Tulsa, she served as President of the Niagara Convention and Civic Centre in Niagara Falls, Ontario for six years. With nearly 30 years of industry experience, Painter has held positions in a variety of venues including convention centers, theatres, arenas and stadiums.

Tinker started at the Convention Center in 1999 and has served as Assistant Marketing Manager, Marketing Manager and in 2007 she became Director of Convention Sales and Marketing. Previously she served four years as Senior Sales Manager at the Tulsa Convention and Visitors Bureau and five years as Marketing Manager at the Tulsa Performing Arts Center. Tinker is a University of Tulsa alumna.

The CMP program, launched in 1985, enhances the knowledge and performance of meeting professionals, promotes the status and credibility of the meeting professional, and advances uniform standards of practice. The CMP credential is recognized globally as the badge of excellence in the meeting, convention, exhibition, and event industry. The qualifications for certification are based on professional experience, education and a rigorous exam over 10 domains and 30 sub-domains in the convention industry. For more information on CIC or the CMP program, visit [www.conventionindustry.org](http://www.conventionindustry.org).

## **COX BUSINESS CENTER WELCOMES COURTNEY RICHARS**

**(Tulsa, Okla.)** – Courtney Richars joined Cox Business Center on March 2, 2015 as an Event Coordinator. Richars graduated from Arizona State University in 2014 with Bachelor of Arts in Business Communication with an emphasis in Special Event Management.

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Richars joins the SMG-Tulsa team with experience as an Events Assistant with the Arizona Diamondbacks, Arizona Coyotes and the Phoenix Suns. Richars is 2011 Owasso graduate. She is very excited to be back in Tulsa, and hopes to expand her event management experience outside of sports to the many various types of events that take place at Cox Business Center including tradeshows, galas and weddings.

## SMG TULSA ROLLS OUT NEW MISSION AND VISION BRANDING

**(Tulsa, Okla.)** – In January, SMG-Tulsa rolled out new mission and vision branding at Cox Business Center and BOK Center. The new branding resulted from a two-day focus group with part-time and full-time employees, and upper level management administered by Tammy Sweeney of Learn2Solutions.

### SMG-Tulsa Mission:

**Outrageously Excellent - As industry leaders serving the Tulsa community, SMG-Tulsa relentlessly pursues superior experiences for clients, guests and staff.**



The new internal branding is comprised of five values that help guide the SMG-Tulsa vision of being Outrageously Excellent: *Find A Solution; Keep Moving Forward; Every One, Every Time; Inspire Our Community; and See the Need, Take the Lead.*

The new branding has a unique logo that has been incorporated into at both facilities in staff manuals, lanyards, wall wraps and staff t-shirts. The vision and values have been incorporated into new staff orientation, part-time staff training, and into full-time monthly staff meetings where an individual is highlighted for their Outrageously Excellent service.

## SMG-TULSA EXECUTIVE CHEF NAMED ACF-TULSA PRESIDENT

**(Tulsa, Okla.)** – SMG-Tulsa Executive Chef Devin Levine, CEC was voted President of the American Culinary Federation-Tulsa Chapter for a two-year term. This is Levine’s second presidential appointment in the organization. Levine has been a member of the organization for 40 years, and has served as a board member of the Tulsa Chapter for 22 years. Levine has been the executive chef for SAVOR..., the food and beverage division of SMG, at the Cox Business Center and BOK Center since 2010.



The American Culinary Federation (ACF), started nationally in 1929 and in Tulsa in 1968, is a professional organization for chefs and cooks focused on worldwide professional education of culinarians at all levels. For presidential consideration in the organization, a member must have Certified Executive Chef (CEC) certification. The ACF-Tulsa Chapter currently has more than 300 members.

“I can’t think of anyone more deserving of this appointment than Devin,” said SMG-Tulsa General Manager of the BOK Center and Cox Business Center Jeff Nickler. “His passion for his trade can be seen through his work in both buildings and dedicated philanthropy in the community.”

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Levine hosts an impressive resume from his 40-plus year in the food service industry in Tulsa. Some of his most notable career achievements include serving as executive chef for three major golf championships (1994 & 2007 PGA Championships, 2001 USGA Open Championship) while at Southern Hills Country Club, serving as a guest chef for five Master's Golf Tournaments in Augusta, Ga., and serving as a guest chef for the 2012 NATO Summit in Chicago, Ill. where he prepared lunch for President Barack Obama. Levine has served as a chef coordinator for the past eleven years for Catholic Charities' Cooking Up Compassion event, and recently served as a co-organizer of Chef Aid OK which raised more than \$75,000 for Oklahoma City area tornado victims. Levine was also the 2011 SMG Tulsa Employee of the Year and recipient of the 2013 Men of Distinction Award from Tulsa Business and Legal News

For more information on ACF, visit [ACFChefs.org](http://ACFChefs.org). For more information on ACF-Tulsa Chapter, visit [ACFTulsa.wordpress.com](http://ACFTulsa.wordpress.com).

## Questions or concerns about what's going on (or not going on) in Region 6?



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## Thank you to our newsletter contributors this month!

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Alex Hargis – AT&T Performing Arts Center  
Nancy Hermann – Tulsa Performing Arts Center  
Meredith Imes – United Supermarkets Arena  
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