



Newsletter



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

March 2016



Region 6 Conference

Denver, Colorado April 25-27 2016

Come Join us for the Region 6 Conference Please Register today!

[Register Here](#)

Monday, April 25

Arrival/Check-In to Embassy Suites

2:00a-6:00p	Registration at Embassy Suites
6:00p-TBD	Registration continues at Paramount Theatre
6:30p	Opening Reception at Paramount Theatre

Tuesday, April 26

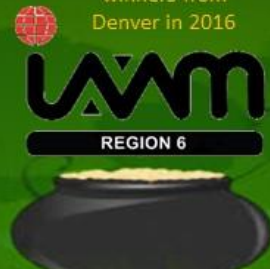
8:00a-TBD	Registration
8:00a-8:30a	Breakfast/Coffee
8:30a-8:45a	Walk to Colorado Convention Center
8:45a-10:30a	Convention Center Presentation & Tour
10:30a-10:45a	Break & Networking
10:45a-12:00p	Seminar 2: Leadership
12:00p-1:30p	Lunch and Region Business Meeting
1:45p-3:00p	Seminar 3: Safety & Security
3:00p-3:15p	Break & Networking
3:15p-4:30p	Seminar 4: Guest Experience & Effective Communication
4:30p-5:00p	Break & Networking
5:15p, 5:30p	Busses depart Embassy Suites for Red Rocks
5:45p, 6:00p	Tours of Red Rocks
7:00p	Tuesday Night Reception at Red Rocks

Wednesday, April 27

8:00a-TBD	Registration
8:00a-9:00a	Breakfast/Coffee
9:00a-10:15a	Seminar 5: Crowd Control/ Training Programs
10:15a-10:45a	Break & Networking
10:45a-12:00p	Seminar 6: Severe Weather
12:30p-2:30p	Lunch
2:30p-3:45p	Town Hall
3:45p-4:00p	Break & Networking
4:00p	Walk to Denver Performing Arts Center
4:30p-6:00p	Seminar 7: Urbana Core Revitalization
6:30p	Closing Night Reception at Denver Performing Arts Center

Denver is So LUCKY!

- There were Six Powerball winners from Denver in 2016



Register for the 2016 Region 6 Meeting here!

ARE YOU CURRENTLY IN OR INTERESTED IN EVENTS, THEATRE,
CONCERTS, EVENT PRODUCTION OR BEING IN THE
EVENT INDUSTRY?



International Association of
Venue Managers,
Region 6 Conference

Register
NOW!
Student Price
\$150

As a college student the time is now to build lasting relationships that will lead you to the job of your dreams and when you find it...IAVM educational opportunities will make sure you are ready. If you are already working in the Event Industry, have an interest in furthering or starting your Event Career...NOW IS THE TIME FOR IAVM! WE ARE COMING TO DENVER IN 2016!

WHY IAVM?

NETWORK AMONG INDUSTRY PROFESSIONALS

Kick-start your career in venue management by joining IAVM at the young professional level (under 30). It's a chance to surge ahead, to maneuver learning curves at top speed — fueled by expert knowledge, powerful educational resources and networking opportunities with the who's who of the industry.

FIND INTERESTING INTERNSHIP AND JOB OPPORTUNITIES

New opportunities are updated daily through IAVM.org. Participating organizations will have information on internships at the conference!

LEARN FROM THE BEST

Leading Industry Professionals attend and lead IAVM Conferences. Professional members include managers and senior executives from auditoriums, arenas, convention

WHAT...WHEN...WHERE....

JOIN IAVM

APRIL 25-27, 2016
IN THE BEAUTIFUL
"MILE HIGH CITY"
DENVER, COLORADO

Register at:
<http://www.iavm.org/regions/region-6-registration>
**STUDENTS & FACULTY
WELCOME AT THE STUDENT PRICE**

Visit our Website for More Information

IAVM Mentor Program:
<http://www.iavm.org/mentor-connector-program>

IAVM Educational Opportunities:
<http://www.iavm.org/webinars>
IAVM.org then Click on Education

IAVM Career Opportunities:
<http://careers.iavm.org/>

Region VI colleagues, after an extended absence, the Silent Auction will once again be a fixture at the Regional meeting in Colorado Springs this April.

Yes, after being gone for many years, the silent auction will once again be a part of the Regional meeting. We are asking for everyone's help in making this an overwhelming success. Money raised will be used to fund our scholarships. Currently, we have commitments for \$10,000 over the next two years and with Regional meetings occurring only every two years, we need to raise the full amount this April.

Be as creative as you would like to be in your donation. Do you have a sports team that could provide autographed memorabilia? How about nice gift baskets from your city? Maybe concert memorabilia Or how about packages; hotel and tickets to an event? Or lastly, how about donations from those you purchase from? In the event you are unable to attend the meeting, that is no problem, you can mail your gifts/certificates/items to me or straight to the hotel (more info on that in later emails). **We simply ask that you do what you can to participate.**

Our goal is to fund our scholarships without having to dip into our budget, so get your charitable hat on and be thinking about what you can put together. Anything you might be able to do will be most appreciated. I will occasionally be sending reminders out and you will see information in our monthly newsletter.

Thank you in advance for your participation!

Tim Dean, CFE

Director

ASU Convocation Center

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ALLIE THOMAS NAMED SMG TULSA EMPLOYEE OF THE YEAR

(Tulsa, Okla.) February 9, 2016 – SMG Tulsa, the management company of BOK Center and Cox Business Center, named Allie Thomas 2015 Employee of the Year. Thomas serves as an Event Coordinator in the Event Services Department.



Thomas was recognized for her dedication to the success of events at Cox Business Center, including her work coordinating the 2015 Painted Pony Gala, which is one of the largest events in the facility and also the largest fundraiser of the year for the client, Saint Francis. Additionally, she took the initiative to help start a wellness committee for SMG Tulsa staff and organized a bike ride across Oklahoma on stationary bikes to help spread awareness for Mental Health suicide-prevention day.

"Allie 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 success of events at Cox Business Center," said SMG Tulsa General Manager Jeff Nickler.

Nickler continued: "Allie has helped many of our clients achieve their vision for their events, no matter how large or small that vision may be. Her willingness to go above and beyond and assist wherever needed coupled with her warm demeanor are all contributing factors in the decision to award her Employee of the Year."

"I am truly honored to be the 2015 Employee of the Year for SMG Tulsa. We have such a talented team, whose relentless work ethic, dedication to customer service and industry knowledge inspires me daily," Thomas said. "It's a joy to get to be a part of this wonderful team as we work together to serve our clients, customers and community."

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.

BOK CENTER NOW HAS ONE SEAT THAT NO ONE MAY PURCHASE

(Tulsa, Okla.) February 25, 2016 – Among the 19,199 seats at BOK Center, there will be one chair intended to remain unoccupied and symbolize something greater than all the others. Rolling Thunder Oklahoma Inc. and BOK Center have dedicated a Prisoners of War (POW) and Missing in Action (MIA) "Chair of Honor" inside BOK Center.

The chair, which will be located in the Grand Lobby, serves as a symbol for service and sacrifice of the 91,000 service members who are POW and MIA since World War I – including current POWs.

"Every veteran has made sacrifices for the freedom of all American citizens; some are still prisoners of war or missing in action," Mayor Dewey Bartlett said. "It is crucial that we as a community recognize and honor the sacrifices of those who didn't make it home or have not yet returned home to their loved ones."

Rolling Thunder Oklahoma Inc. was established in Oklahoma to help American veterans and their families. The National Chair of Honor Program represents a tangible extension of the Rolling Thunder mission: to publicize the POW/MIA issue and to educate the public of the fact that many American prisoners-of-war were left behind after past wars.

"We are committed to helping American Veterans from all wars. Rolling Thunder Oklahoma Inc. is a non-profit organization. Each and every individual donates his or her time because we believe in this issue at hand," Rolling Thunder Oklahoma Inc. said.

All funds donated to Rolling Thunder Oklahoma Inc. are used to help veterans and their families. Contributions may be made to: Rolling Thunder Oklahoma Inc., PO Box 328, Coweta, OK 74429.

PLANO CENTRE SEEKING SALES REPRESENTATIVE

Apply on-line only at: <https://www.plano.gov/585/Employment>

PRINCIPAL RESPONSIBILITIES

- Book events ranging from 10 to 5,000 attendees, including trade shows, conventions, corporate meetings, social events and weddings.
- Track leads, negotiate and close sales.

(Continued, page 4...)

- Conduct sales presentations during site visits with potential clients.
- Administer contracts, collect payments, and maintain client files.
- Prepare reports including activity, closings, follow-up, and sales reports.
- Participate in local event industry networking and professional development training opportunities as required.

MINIMUM QUALIFICATIONS:

- Requires a working knowledge of the event & hospitality industry including understanding of room setups, catering, audio visual, legal contract requirements, sales techniques and procedures, and database management.
- Requires usage of booking software, customer relationship management software and floor plan/room diagramming software.
- Requires effective verbal and written communication skills, customer service skills, and conflict management skills.
- Ability to deliver sales presentations, explain services and costs, and initiate contact with potential clients.

EDUCATION:

Requires a Bachelor’s degree in Tourism, Event Management, Hospitality or related field.

EXPERIENCE:

Requires two years of experience in tourism, event or hospitality related sales. Spanish speaking skills preferred.

LICENSES/CERTIFICATES:

Valid State of Texas Class C driver’s license.\

Enid Event Center hosts Oklahoma Speaker’s Ball

Enid Event Center proves to be multi-functional facility.

The Spectra team at Enid Event Center and Convention Hall pause for a photo during the February 28th Oklahoma Speakers Ball. The event, which has never been held outside of the Oklahoma City metro area, had 860 attendees including elected officials, state legislators, and Enid city leaders. The red carpet event included a three course meal prepared by the in-house food and beverage team, live entertainment, and a total transformation of the Enid Event Center into an elegant ballroom.



City Commissioner Dr. David Vanhooser says *“Last night’s event at the Enid event center was absolutely the most incredible transformation I have seen. The crowd was overwhelmed and in awe of our venue.”*

From the Speaker of the House wife Jana Hickman: *“I wanted to take a moment and share with you how pleased the Speaker and I were with our event Sun. evening. The entire Event Center staff did an outstanding job. The service was wonderful and Chef prepared and executed a fabulous meal. Well done!”*

The Enid Event Center transformation, which included setting up 20 foot pipe and drape around the entire arena and carpeting the event floor can be seen on time lapse here. <https://www.youtube.com/watch?v=QYr-kY4PAAo>

Austin Convention Center Helps Promote Clean Waterways

On Feb 26, two local artists painted murals on the storm drains around the Austin Convention Center to promote the importance of keeping our creeks and river clean [#creeklove](#) [#ATXGrowGreen](#).



Pictures of the murals: <https://www.facebook.com/AustinConventionCenter/posts/952010168210845>.

For information about why the health of our waterways is so vital to Austin's continuing development, go to <http://www.austintexas.gov/freshartfreshwater>.

To check out the other storm-drain murals across the City of Austin, visit <http://www.spratx.com/water.html>.

INTRUST BANK ARENA RECORDS SECOND BEST YEAR IN VENUE'S HISTORY IN 2015

(Wichita, Kan.) – The SMG-managed INTRUST Bank Arena ended 2015 with an exceptional year of concerts, family shows, sporting events and other live entertainment. The recently reported financial numbers for the Arena's sixth year of operation solidify the successful year and mark 2015 as the second best year in the Arena's history. INTRUST Bank Arena recorded a net operating income of \$1,150,206 in 2015, an achievement that falls second only to the Arena's grand opening year in 2010.

In 2015, INTRUST Bank Arena hosted 101 events for a total of 131 performances which accounted for a total attendance of 439,767. The arena finished the year as the 35th busiest arena in the United States and 73rd in the world in *Pollstar Magazine's* 2015 Year-End Top 200 Arena Rankings. The rankings are based on tickets sold worldwide for shows played between 1/1/15 and 12/31/15. Additionally, INTRUST Bank Arena has hosted 13 of the Top 100 Tours, including Foo Fighters, Fleetwood Mac, Def Leppard, Ariana Grande, Garth Brooks, Florida Georgia Line, Jason Aldean, Miranda Lambert, Ringling Bros. and Barnum & Bailey Circus, Cirque du Soleil, Winter Jam, The Harlem Globetrotters and Trans-Siberian Orchestra.

"We are beyond proud of our team for the accomplishments we achieved; it took teamwork, commitment and hard work and our staff stepped up to the plate and exceeded expectations every time," said SMG General Manager, AJ Boleski. We're thrilled to be a part of the efforts to enhance the quality of life in our community through the diverse lineup of live entertainment and raving guest experiences we strive everyday to provide."

In addition to celebrating the milestone of the Arena's 5th Anniversary which included a 5th Anniversary Concert Series, INTRUST Bank Arena successfully hosted their first ever rap and hip hop concert in conjunction with Power 93.5 featuring Lil Wayne and their first ever pop concert featuring Ariana Grande. Selling out multiple events was another highlight of the year's notable achievements, including Miranda Lambert, Def Leppard, six Garth Brooks concerts and the Wichita State University men's basketball game. The arena also planned, promoted and sold out its first ever Wingapalooza event, which hosted 2,000 guests on the arena's floor and showcased the culinary flare of 23 local restaurants and chefs.

Lastly, INTRUST Bank Arena was honored by Visit Wichita as the recipient of the Destination Promotion Award for 2015 for promoting Wichita as a destination city when more than 75,000 tickets for six Garth Brooks shows were sold in 48 minutes and for giving those 75,000 guests (1/3 of whom were from out of town) a fantastic welcome over the four days and six shows.

INTRUST BANK ARENA IMPLEMENTS SECURITY ENHANCEMENTS

(Wichita, Kan.) – The SMG-managed INTRUST Bank Arena announced today security enhancements that are being implemented immediately to increase the level of safety provided to its patrons and employees. These new enhancements include walk-through metal detectors at every arena entrance for all events. The walk-through metal detectors will be in place beginning with the Barry Manilow concert this Friday, Feb. 19.

The arena started the process of wand and bag searching, and also implemented a bag policy, at the Taylor Swift concert in August of 2013. The implementation of walk-through metal detectors as an enhanced security procedure is becoming commonplace in the concert industry and Live Nation, the world's largest concert promoter, has advocated for the new guidelines. Besides INTRUST Bank Arena, BOK Center in Tulsa, Okla. and KFC Yum Center in Louisville, Ky. presently implement these measures and concert goers nationwide at most non-professional sports venues can expect to see additional security measures in the near future.

"The safety of our guests as well as our employees is of the utmost importance to us," said SMG General Manager, A.J. Boleski. "We strive to be leaders in the industry and strongly believe this enhancement to our security measures will keep safety as a top priority while also enhancing the guest experience at INTRUST Bank Arena."

INTRUST Bank Arena has previously utilized metal detectors once before at the Trans-Siberian Orchestra concerts in December 2015. Based on this experience, Arena officials do not expect any additional delays during ingress with the transition from wand to walk-through metal detectors. However, fans are always encouraged to arrive early to upcoming events to allow enough time for parking and the ingress process. INTRUST Bank Arena respects the privacy of its guests and the enhanced security measures will only be used to prevent hazardous and prohibited items from entering the venue. As a reminder, the Arena's bag policy does not permit bags in excess of 16" long by 8" wide by 12" high inside the venue. For a full list of prohibited items, please visit www.intrustbankarena.com.

INTRUST BANK ARENA CONTINUES TO LEAD US VENUES ON SOCIAL MEDIA

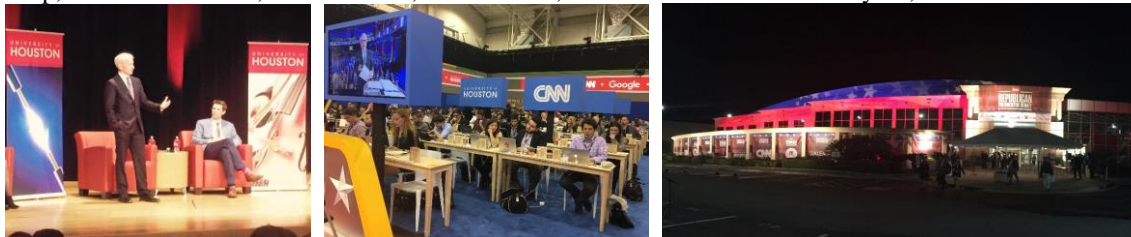
(Wichita, Kan.) – The SMG-managed INTRUST Bank Arena continues to lead US venues on social media and is currently ranked #1 in the US and #4 in the world among mid-size venues in the most recent edition of the *Venues Today* Social Media Power 100 Chart, released in their February issue. The chart ranks venues' social media reach using a number of publicly available data points among Facebook, Twitter and Instagram.

“Our team continues to innovate on our social media platforms to find ways to engage our fans and provide unique content,” said SMG Director of Sales & Marketing, Christine Pileckas. “Although it’s not one of the platforms taken into account in these rankings, our experimentation with Snapchat is starting to pay off, as each of our posts is now receiving more than 500 views.”

Venues Today prequalifies more than 400 venues for consideration and weights scores for venue size and market size. This chart uses a weighted ranking curve so readers can quickly compare engagement within their own size category. INTRUST Bank Arena falls in the 10,001 to 15,000 capacity category and ranked 4th within the category. Leading the rankings in this category is MTS Centre in Winnipeg, Manitoba.

University of Houston hosts Republican National Debate

The University of Houston along with its VenuWorks managed buildings hosted the Republican Presidential Debate between Donald Trump, Senator Ted Cruz, Marco Rubio, John Kasich, and Ben Carson on February 26, 2016.



Working alongside teams from RNC, CNN and Harbinger Outreach, the logistics company hired to execute the debate, the VenuWorks team helped transformed our Athletics & Alumni Center into a media/spin room large enough to accommodate 400+ media outlets as well as the post-debate wrap up show hosted by Anderson Cooper. VenuWorks staff also helped create a Google Hangout work room as well as a café for media as they waited on the day’s event. The University of Houston campus was buzzing with excitement as the CNN morning show and national live remotes from around the country set up throughout university grounds. “VenuWorks was proud to be a part of this unique special event opportunity and enjoyed watching our venues in the national spotlight” said executive director Jeff Kossow. Visit www.EntertainHouston.com for more on what’s happening on campus at the University of Houston!

panhandletickets Manager Receives Prime Service Employee of the Year Award



(Left to right: Bo Fowlkes, Civic Center Complex Assistant General Manager, Keralee Clay, **panhandletickets** Manager, Dan Quandt, Convention and Visitor Council Vice President)

Keralee Clay, **panhandletickets** manager at the Amarillo Civic Center Complex, was selected as the 2015 Prime Service Employee of the Year at the Amarillo Chamber of Commerce Annual Banquet. “Keralee and her staff strive to provide the very best customer service to our patrons on a daily basis. She is also responsible for customer service training for our entire team, ensuring that every guest in our facility receives “prime service.” We are fortunate to have her as an integral part of our staff” says Bo Fowlkes, Assistant General Manager at the Civic Center Complex.

Prime Service is a program created by the Amarillo Convention and Visitor Council and Amarillo Chamber of Commerce. This program is designed to recognize employees in Amarillo who provide excellent service to customers.

The 32nd Annual Make-A-Wish Car Show

The 32nd Annual Make-A-Wish Car Show presented by Panhandle Council of Car Clubs returned to Amarillo Civic Center Complex on March 5 – 6, 2016. The Make-A-Wish Car Show is the biggest car show in the Panhandle area; over 300 automobiles displayed in the space of 250,000 square feet each year, from the classic antique cars to the newest models, from the Darth Vader motorcycle to the Batmobile Corvette, the car show covers a wide variety of vehicles.



Each year, the car show brings in about 18,000 visitors from Texas, New Mexico, Oklahoma, Kansas and California. “People from around this area will come out and see the cars every year; it’s like a routine to them now,” said Barry Henson, Chairman of the car show. Proceeds from the car show will benefit Make-A-Wish Foundation in the Texas Panhandle. It has raised about \$2 million dollars for the Make-A-Wish Foundation since the car show began.



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Thank you to our newsletter contributors this month!

Tim Dean – Arkansas State University Convocation Center
Meghan Doyle – BOK Center
Mark Jarrell – Plano Centre
Bill O’Malley - Enid Event Center and Convention Hall
Han Owens – Amarillo Civic Center Complex
Charly Petrek – Will Rogers Memorial Center – IAVM Region 6 Secretary
Christine Pileckas- INTRUST Bank Arena
Lauren Stacks – Entertain Houston/University of Houston
David Thomas – Austin Convention Center Department

Past Region 6 Newsletters: <https://www.iavm.org/raions/reaion-6-newsletters>