



# Newsletter

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

October 2017

## Amarillo Civic Center Complex Welcomes New Event Supervisor



**Amanda Gonzalez-Flores** joined the Amarillo Civic Center Complex in August as an Event Supervisor. Amanda is a current student at West Texas A & M University, working toward a Bachelor's Degree in Theatre Performance. Amanda worked in retail before coming to the Amarillo Civic Center Complex and has worked seasonally as an usher for the local production of TEXAS Outdoor Musical Drama. Amanda has always been interested in the entertainment industry and the details of what goes on behind the scenes. She hopes to grow in the venue industry and learn more about the management aspect of staging events.

## Bob Reykers Promoted to Sales Director of the Fort Smith Convention Center



Bob Reykers has been promoted to Sales Director of the Fort Smith Convention Center! He replaced Jeremy Richey who recently resigned. Among other things, Bob will have oversight of FSCC's overall sales and marketing efforts.

Bob has been FSCC's Events Coordinator for the past few years. In that role, he regularly was placed in a position of selling rentable spaces and services to both new and returning clients. Bob welcomed this responsibility and opportunity, and has excelled at it since. Prior to serving as our Events Coordinator, Bob was a key piece of our Operations Team, serving as a Building Engineer. This role helped Bob build a solid and vast knowledge of FSCC as a venue, which has proven to be instrumental in his notable success coordinating and selling events. In these and other ways Bob has proven himself to be a great asset to the FSCC team, and we look forward to experiencing good things he will bring to the Sales Director role.

## Heads Up, Region 6 Meeting in South Padre Island, TX - Spring 2018!



Yes, the 2018 Region 6 Meeting will be next Spring! A date is not yet finalized, but keep a lookout for a 'save the date' email over the next month or so.

### Region 6 Meeting Needs Silent Auction Stuff. Can You Help?!

Now is the time to start collecting items for the silent auction, which supports the region's scholarship fund. Collect those concert t-shirts, gift bags and giveaways, and watch for details in the coming months on how to donate these for the auction

## Smart Financial Centre Teams Up with ZZ Top to Assist Hurricane Harvey Recovery



Smart Financial Centre was fortunate to not sustain any significant flood damage from Hurricane Harvey, despite being within a voluntary evacuation zone. Surrounding areas were not so fortunate as many people were forced to evacuate and many homes and business were destroyed by the historic flooding. Out of sensitivity to the victims and the general mood of the community, several shows originally scheduled shortly after the storm, were rescheduled.

The Smart Financial team targeted the ZZ Top show on September 10<sup>th</sup> to be the first show post storm to play the venue. ZZ Top, who are from the Houston area, were very interested in working with Smart Financial Centre to lend support to the community. Working quickly, Smart Financial Centre teamed up with local radio to coordinate a food and cleaning supply drive with the Fort Bend County Office of Emergency Management. Fans responded in droves and were rewarded with buy one get one free tickets to the show. Billy Gibbons from ZZ Top spent the afternoon doing media interviews asking people to bring donations and offer the band's concern for their hometown.

The band also wanted to provide a respite to the first responders and volunteers who had been working tirelessly in helping rescue and evacuate thousands of people and donated 500 tickets for these local heroes to attend the show. Representatives from the Police, Fire, EMS, and citizen volunteers were brought up on stage to be recognized. ZZ Top and Smart Financial Centre teamed up to donate \$100,000 to the Fort Bend Salvation Army to provide much needed financial assistance to the area.

The atmosphere and emotions during the show ran high as the band not only played a blistering set, but also talked at length about the local heroes and their profound concern about the Houston area community.

## Smart Financial Centre KISS Concert Donates to Local High School Devastated by Hurricane Harvey

KISS, one of rock's most influential bands, helped launch a fundraising campaign during their concert on September 26<sup>th</sup> at Smart Financial Centre benefitting Humble ISD's Kingwood High School to replace band and orchestra musical instruments and theatre department equipment destroyed by Hurricane Harvey.



*"KISS is honored to light the match to create awareness for the devastating losses suffered by Kingwood High School. Music must be kept alive, so we encourage all of the KISS Army to rise up and donate as they can to help get Kingwood High School back on their feet!"* said KISS Manager Doc McGhee.

Over 350 kids were bussed in from the Kingwood area and applied Kiss make-up during the ride to the venue. The band took photos with all the kids pre-show and then KISS fans watched the Kingwood High School students rush into the theater during rock anthem *Rock and Roll All Night* dressed in their band, cheerleader and drill team uniforms while wearing KISS-inspired makeup amidst the confetti and fireworks from the show. Paul Staley announced from the stage the campaign to bring music back to Kingwood High School.

We are honored that the award-winning Hall of Fame group KISS has chosen Kingwood High School fine arts to support. We truly appreciate the support from KISS and from the Smart Financial Centre for helping make this happen in their beautiful venue. Thank you again to KISS and the Smart Financial Centre for supporting the Kingwood High School Fine Arts Program in their Hurricane Harvey Relief efforts." said Humble ISD Superintendent Elizabeth Fagen. This isn't the first time KISS helped out a community in need. Longtime fans will recall when, in 1975, KISS held a surprise performance during Cadillac High School's Homecoming after learning their music was the inspiration for the football team. Through the decades, the band and its superstars have given money and time to many worthwhile programs. This is the first time the band has gifted a Houston area group with the power of their public influence. (Continued, page3...)

“KISS approached us that they wanted to do something to help the Houston area after the devastation of Hurricane Harvey. As we were talking about ideas, the Cadillac High School event in the 70’s came to mind, and we immediately thought about Kingwood High School having seen the incredible loss on the news. The idea to help raise awareness and funds to replace the lost band and orchestra instruments became the focus and the band loved the idea,” said Andrew Huang, Marketing Director for Smart Financial Centre. KISS’ interest and support for Kingwood High School was recognized by The GRAMMY Museum. “The GRAMMY Museum salutes KISS’ generous support to alleviate the devastating effects of Hurricane Harvey on Kingwood High School in Houston. The Museum is committed to supporting these efforts through donations currently being made to its GRAMMY Signature Schools program, which will provide essential funding to those affected school music programs in South Eastern Texas and Western Louisiana.” said Communications Manager Crystal Larson.

All major TV networks, the Houston Chronicle and many other media outlets covered the event.

<https://www.click2houston.com/news/kiss-performs-at-benefit-concert-to-help-kingwood-high-school>

Individuals and businesses interested in contributing can visit <http://www.humbleisd.net/donate2khs> to donate.

## Walton Arts Center Hires Shannon Thomas



Walton Arts Center recently hired Shannon Thomas to fill the position of event manager.

Thomas is responsible for planning and executing special events held at Walton Arts Center. This includes Walton Arts Center events such as Masquerade Ball and Art of Wine, but it also includes corporate, community and private events held in the newly renovated facilities.

Thomas comes to Walton Arts Center from The Walmart Museum where she was an event coordinator. She brings extensive experience in the hospitality industry to the position from her previous positions with Lark Hotels, and event planning experience from her previous positions with Bates Events and UARK Ballroom.

Thomas is a native of Fayetteville with a bachelor’s degree in public relations from John Brown University in Siloam Springs.

## Briscoe Carpenter Livestock Center Now Open!



The Briscoe Carpenter Livestock Center opened at Fair Park, TX! in September.

The 55,000-square foot venue is available for year-round rentals as we continue to expand our programming and premiere events. The first level includes an expansive lobby and a 376-seat auditorium lecture hall, complete with state of the art audio-visual. The second floor of the Center provides meeting space and a divisible ballroom to accommodate banquets. This amazing new facility offers exciting opportunities for meetings, conventions, and significant gatherings for groups across the metroplex.

Named in honor John W. Carpenter, Sr., former president of Texas Power and Light; Dolph Briscoe, Jr., former two term Governor of Texas; and Ben W. Carpenter, prominent Dallas businessman and rancher, the new Center recognizes and extends their profound impact on agriculture in Texas.

The building was funded by the City of Dallas and the State Fair of Texas, who along with major donors that included Cele and John W. Carpenter, III; the Harold Simmons Foundation; the Stemmons Foundation; Errol McKoy; and Jim Prewitt, made the facility a reality.

## **Mike Hunter named Director of Convention & Event Services and director of Arlington Convention Center**



Mike Hunter has been named Director of Convention & Event Services and director of Arlington Convention Center with the City of Arlington, TX after serving in an interim capacity for the past year. Hunter began his tenure at the ACC as assistant director and general manager in 2012. Prior to coming to the City of Arlington, he held event and facility management positions with the International Association of Exhibitions and Events, the Dallas Convention Center, and the Cotton Bowl.

His goals include new branding initiatives, continued Convention Center improvements and employee engagement opportunities that will continue to make Arlington a destination of choice for conventions, meetings and events of all sizes.

“We have a really great track record on client feedback. Clients really like us. We have about 75 percent repeat business, which is fantastic. That really only happens when people are satisfied with your service,” Hunter said.

In his role as general manager and assistant director at the ACC, he managed day to day event and business operations at the venue and was responsible for project planning and execution. Additionally, he oversaw upgrades to the venue’s Wi-Fi and network infrastructure, event software and audio/visual systems, and developed a 10-year capital purchase and maintenance program.

As director of Convention & Event Services, he will work with an eye on continued growth in the Entertainment District, including the future Live! by Loews hotel and Texas Live! entertainment complex, Globe Life Field and the upcoming openings of the Aloft and Drury Plaza hotels, which is sure to affect business in and around the Convention Center.

“Our mission is to provide economic impact to the City by bringing visitors and putting people into hotels,” Hunter said. “The more hotels we have, the bigger the opportunity to attract more people here. We need to look at how the Convention Center fits into the overall picture. That could mean several different things, from adding minor improvements to the building that make it exciting to come to or it could be an expansion of the existing space.”

## **WWE LIVE COMES TO ARLINGTON FOR THE FIRST TIME AT COLLEGE PARK CENTER**



WWE LIVE’s Superstars delivered an action-packed night of family-friendly entertainment at College Park Center on October 6. The largest professional wrestling company in the world holds approximately 360 live events a year throughout the world, with this one being the first ever in Arlington, Texas.

College Park Center was packed with a crowd of WWE fans who cheered on stars from Monday Night Raw including Finn Balor, Matt Hardy, Alexa Bliss along with the Last Man Standing Match featuring two big-time rivals Roman Reigns and Braun Strowman, along with a number of others.

“WWE LIVE was a great experience for professional wrestling fans,” says Jeff Davis, CFE, CVP, CMP, director and general manager of College Park Center. “It has been a successful year here at College Park Center and we see it continuing through 2018 with a number of events including concerts, graduations, UTA Mens’ and Women’s Basketball, the WNBA Dallas Wings and more.”

## **UT ARLINGTON SPECIAL EVENTS FACILITIES AND COLLEGE PARK CENTER TRANSITIONS TWO STAFF**

College Park Center and UTATickets is pleased to announce that Zachary S. Reed, (Zach) and Mandy Hall were transitioned to join College Park Center as Assistant Directors of Guest Experience and Front of House Operations.



Zachary Reed



Mandy Hall

Zack, former Assistant Director at UTA Maverick Stadium, has been influential in his performance of organizing and managing events and venue operations during the last four years; conducting analytical assessments of potential events, overseeing event operations and supervising front of house staff.

He has participated in a number of professional development initiatives, most recently graduating from the Academy for Venue Safety & Security (IAVM) and continues to lend-a-hand by volunteering as a member of the IAVM Young Professional Committee. Zack graduated from Otterbein University in 2013 with a Bachelor of Arts degree in sports management and is currently enrolled as a part-time student to complete his Professional Masters of Sports Administration degree from Ohio University, which he is on track to receive by April 2018.

Mandy, currently an Assistant Director for Texas Hall and College Park Center, has more than 10 years of experience leading hospitality sales and venue management with a proven track record of outstanding guest and client relations by driving sales growth and brand awareness.

Achieving a number of accreditations, including Guest Services Professional Certification, Certified Trained Crowd Manager as well as Project Management Course Certification, Mandy also is a Tarrant County College Emerging Scholar and the recipient of the Scottish Rite Hospital Scholarship. She has earned an associate's degree in business administration and is currently a full-time student working to achieve a bachelor's degree from Colorado Technical University.

"We are pleased that Zack and Mandy have joined our team," says Jeff Davis, director and general manager of College Park Center. "Their engagement in the community, along with their relationships with staff and customer bases at Maverick Stadium, Texas Hall and College Park Center has been substantial. We are looking forward to working with both Zack and Mandy on a large number of future events here at CPC."

## **TEXAS ATHLETICS NAMES JIMMY EARL SENIOR ASSOCIATE ATHLETICS DIRECTOR OF THE FRANK ERWIN CENTER**



Jimmy Earl, CFE has been named Senior Associate Athletics Director of the Frank Erwin Center by Texas Athletics. Earl is only the third individual to lead the Frank Erwin Center since the building's doors opened in 1977. Earl was the arena's first Events Manager and has over 40 years of experience in the facility management industry.

"Jimmy's accomplishments and expertise are invaluable as we transition leadership of the Frank Erwin Center," said Men's Athletics Director Mike Perrin. "Under Jimmy's leadership, we will celebrate the 40th year of this great venue as it continues to be the home of the Texas Men's and Women's basketball programs along with providing Central Texas with the best live entertainment options."

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In addition to his experience at the Frank Erwin Center, Earl was the Manager of the Fort Worth/Tarrant County Convention Center from 1987-1990. He is also a past president of the International Association of Venue Managers (IAVM), an acknowledged leader in public assembly facility management. In 2016, he was awarded IAVM's Charles M. McElravy Award, which is given to a Professional, Honorary, or Retired member of IAVM who, in the opinion of the Board of Directors, has made the greatest lifetime achievement to the welfare of the Association or profession. He is a 1993 graduate of the Public Assembly Facility Management School at Oglebay, attained the Certified Facilities Executive (CFE) designation in 1995 and attended the Senior Executive Symposium at Cornell in 1997.

## GEORGE STRAIT TO PERFORM FRANK ERWIN CENTER'S 40TH ANNIVERSARY CELEBRATION ON JUNE 3, 2018



The Frank Erwin Center will celebrate its 40th Anniversary with country music legend, George Strait, who will play an exclusive "STRAIT TEXAS" show on June 3, 2018. Presented by YETI®, this one-of-a-kind performance is currently the only Texas show on the King of Country's concert calendar.

Since its doors opened in 1977, the Frank Erwin Center has attained a rich and diverse history ranging from breakthrough musical performances and sporting events to visits from world leaders and former presidents. Strait has played an integral role in the venue's legacy, having performed a total of 13 times, starting with his first show on Sept. 10, 1987 to his most recent performance on Jan. 10, 2014.

"What better way to celebrate 40 years than with a legend like George Strait," said Director of the Frank Erwin Center, Jimmy Earl, CFE. "George has performed at the Erwin Center more times than any other artist and we are honored to have him help us commemorate this huge achievement."

"We are thrilled to bring George Strait to Austin to help our friends at the Frank Erwin Center celebrate 40 years," said CEO of Messina Touring Group, Louis Messina. "We've had the pleasure of bringing many shows to this iconic venue, and we're looking forward to honoring its unique history with a great performance."

## FRANK ERWIN CENTER HOSTS HARVEY CAN'T MESS WITH TEXAS: A BENEFIT CONCERT FOR HURRICANE HARVEY RELIEF



Harvey Can't Mess With Texas: A Benefit Concert for Hurricane Harvey Relief took place on Friday, Sept. 22 at the Frank Erwin Center in Austin, TX with exclusive performances and rare collaborations from Willie Nelson, Paul Simon, James Taylor, Bonnie Raitt, Leon Bridges, Lyle Lovett, Nathaniel Rateliff & The Night Sweats, Edie Brickell & New Bohemians, Ryan Bingham, Ha\*Ash, and multiple special guests including Matthew McConaughey, Renée Zellweger, Luke Wilson, Austin Mayor Steve Adler, Houston Chief of Police Art Acevedo and many more. Charlie Sexton served as Music Director, with Asleep at the Wheel sitting in as the house band. The event broadcast on 11 TEGNA stations and streamed internationally.

## Eisemann Center Celebrates 15<sup>th</sup> Anniversary September 22, 2017

### *With Chita Rivera and Tommy Tune in Chita & Tune: Just in Time*

After breaking ground in March of 2000, the Charles W. Eisemann Center for Performing Arts and Corporate Presentations officially opened with a 10 day celebration of events featuring many local community and national attractions from September 12-22, 2002.

Highlighting the opening on September 14 was *An Evening with Patti Lupone and Mandy Patinkin*, two Broadway legends who created this show specifically for the Eisemann Center's opening that led them to touring nationally, including a limited engagement on Broadway, before returning with the same show to celebrate with us on our 10th Anniversary in 2012. We were excited to continue this theme with another two Broadway legends helping us celebrate our 15th Anniversary – Chita Rivera and Tommy Tune.



Ann Eisemann, Tommy Tune,  
Chita Rivera and Charles W. Eisemann



Chita Rivera and Tommy Tune onstage  
Photo: Joseph Sinnott/Thirteen Productions LLC, Peter Glebo

Now, 15 years later, we believe the Eisemann Center has lived up to its mission to serve Richardson and all of North Texas as these numbers reflect since the Center's opening in September 2002:

- 2,022 - total number of clients (non-profit & corporate) who have presented events
- 6,584 - total number of events & performances
- 190,000 - total number of volunteer hours given in support of clients, patrons and the City (Avg. of 12,684 annually)
- 2,690,000 - total number of people who have attended events (Avg. of 180,000 annually)

In addition to the numbers, the Eisemann Center continues to expand educational outreach initiatives by bringing to Richardson prominent artists and attractions for master classes, lectures, workshops, and full week residencies for RISD, PISD, UT Dallas, community arts organizations, dance schools and other community groups. Eisemann Center Presents has donated over 2,500 tickets to hundreds of local organizations and agencies, churches, schools, fund-raisers, families in need and for a wide variety of other community causes. Appreciating what has been accomplished, the Eisemann Center is already looking to the future. Staff recently held a two-day strategic planning session focused on how to improve upon and continue providing the professional services, facilities and attractions that keeps Richardson one of the best cultural hot spots in North Texas. Bravo to all who made the Eisemann Center possible!

## **SMG/Destination El Paso Seeking Assistant General manager and Director of Operations.**

SMG, the leader in privately managed public assembly facilities has an immediate opening for the following positions at Destination El Paso featuring nationally recognized venues including: El Paso Convention Center, Abraham Chavez Theatre, Plaza Theatre Performing Arts Centre, McKelligon Canyon and Pavilion, and Cohen Stadium.

### **ASSISTANT GENERAL MANAGER**

Responsible for supporting management, promotion and operation of the facilities, including purchasing, booking, marketing, finance, human resources, food and beverage, box office, advertising, security, production, maintenance, parking and related operations by performing the following duties personally or through subordinates. Helps to facilitate optimum efficiency, maximize profits and provide exceptional customer service by performing the following duties individually or through subordinate supervisors.

#### **Education and Experience:**

Bachelor's degree from an accredited four-year college or university and a minimum of five (5) years' industry experience; at least three (3) of those years in a management function of an arena, theatre, convention center or stadium; or an equivalent combination of education and experience is preferred.

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## DIRECTOR OF OPERATIONS

Responsible for scheduling and supervising personnel and subcontractors, implement daily activities for successful execution of events, and oversee maintenance of the facilities by performing a variety of duties personally, or through subordinate supervisors.

### *Education and Experience:*

Bachelor's degree required, Engineering degree preferred. Minimum of 5 – 8 years related experience in the public assembly industry in a supervisory position.

For the complete job descriptions or to apply, visit: <http://www.elpasolive.com/contact/jobs> or contact Emilio Velez, Human Resources Manager , [evelez@destinationelpaso.com](mailto:evelez@destinationelpaso.com), 915-534-0628.



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### **Thank you to our newsletter contributors this month!**

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Justin Grimsley – Arlington Convention Center  
Andrew Huang – Smart Financial Centre  
Daniel Huerta – Fair Park, TX  
Romina Jara – Frank Erwin Center  
Sarah Nesbit – Eisemann Center for Performing Arts  
Han Owens – Amarillo Civic Center Complex  
Christopher Post - Amarillo Civic Center Complex  
Tim Seeberg – Fort Smith Convention Center  
Emilio Velez – Destination El Paso, El Paso Live  
Pamela Webb – UTATickets/College Park Center/University of Texas at Arlington  
Jennifer Wilson – Walton Arts Center

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