

Newsletter



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

September 2015

Austin Convention Center wins 'Best High-Tech Venue' award

We are thrilled to announce that the Austin Convention Center has won an award for 'Best High-Tech Venue' from Convene, a magazine published by the Professional Convention Management Association (PCMA)! We are one of only five facilities in the United States to receive this honor and we couldn't be more thrilled! A huge THANK YOU to all who voted for us and also to Debbie Gossett, our IT Division Manager and her entire team for keeping us at the forefront of meetings technology! To read the whole story, click here: http://www.pcmaconvene.org/features/cover-story/2015-best-in-show/

Red Rocks Amphitheater and Civilian Conservation Corps Camp named National Historic Landmark

Excerpt from a National Parks Service press release:

The outstanding architecture and landscape architecture of Red Rocks Park and Mount Morrison Civilian Conservation Corps Camp illustrate the principles and practices of New Deal-era naturalistic park design and master planning in a metropolitan park as well as the use of Civilian Conservation Corps (CCC) labor to develop such a park. Mount Morrison CCC Camp is one of the few surviving camps in the nation that retains a high concentration of original resources. The amphitheater in the park is one of America's best known performing arts venues, famous for its natural acoustics, design, and setting.

Curtis Culwell Center hosts notable presenters on facility security protocols and engages at annual staff retreat.

Security protocol presentations:

Presenter: Mark Herrera - IAVM, Director of Education. Presentation topic: Mindset and Self Control in Extreme Situations & Preparing the Body and Mind to React.

Presenter: Harvey "PT" Perriott, PSP - Department of Homeland Security, Protective Security Advisor. Presentation topic: "See Something, Say Something', Active Shooter scenarios.



Curtis Culwell Center staff held an annual team building retreat in August. This year, they visited Celebration Station and had a blast playing laser tag, put-put golf, go-carts, batting cages, and water boats. It was a great way to unwind while also connecting on various levels with fellow staff members outside of our facility.

Exciting Developments Happening in Pueblo

On May 11, the Pueblo City Council approved a \$14.4 million expansion of the Pueblo Convention Center. The extension will add 40,000 square feet to the convention center, including an exhibit hall and additional meeting and breakout rooms.

"Words can't describe what this means to the convention center and the community," said Brian Hoffman, general manager of the Pueblo Convention Center and Pueblo Memorial Hall. "This will allow us to go after larger conferences and trade shows and even amateur athletics."

Construction is expected to start in the first quarter of 2016. "We want to be a part of continuing to build infrastructure in downtown Pueblo," Hoffman said. "Now that the funding is in place, we will start meeting with stakeholders in the city and architects to get the construction documents finalized so we can go out to bid in the early fall."

PRESERVING HISTORY

Located on the Historic Arkansas Riverwalk of Pueblo (HARP) in downtown Pueblo, the Pueblo Convention Center was built in 1997 and operates 30,000 square feet of rentable space in ballrooms, breakout and meeting rooms. "It can be set up and tailored to whatever an event planner or client needs," Hoffman said. "We've done it all: conferences, conventions, trade shows, weddings, and meetings at the local, state, and national sizes."

Pueblo citizens have a knack for speaking up when it comes to preserving the function and history of local venues. Pueblo was the first Colorado city to be awarded the Regional Tourism Act (RTA), the same legislation behind City for Champions in Colorado Springs. The city received \$14.4 million to implement its development plan in 2012.

In 2010, the city approved \$12 million in renovations to Pueblo Memorial Hall, including improvements to acoustics, stage size and audience comfort. "We installed air conditioning and expanded seating and legroom," Hoffman said. Memorial Hall reopened in July 2013 with 1,600 seats and has hosted 65 events in its renovated space, from Sesame Street Live to musician Peter Frampton to local graduation ceremonies.

Built in 1921, Pueblo Memorial Hall, stands as a testament to the rich history of the State of Colorado and the city of Pueblo. "If the walls could talk, they've seen quite a bit through the last century," Hoffman said. On September 25, 1919, President Woodrow Wilson gave one of his final public addresses as president in Memorial Hall, as the last stop on his tour rallying support for the League of Nations. He began his speech with compliments for the Hall's beauty and accessibility: "Mr. Chairman and fellow countrymen: It is with a great deal of genuine pleasure that I find myself in Pueblo, and I feel it a compliment in this beautiful hall. One of the advantages of this hall, as I look about, is that you are not too far away from me, because there is nothing so reassuring to men who are trying to express the public sentiment as getting into real personal contact with their fellow citizens."

SERVING SOUTHERN COLORADO

Though the Pueblo Convention Center and Memorial Hall make their home in downtown Pueblo, their events stimulate cultural and economic growth across southern Colorado. "The convention center is a drive-in destination," Hoffman said. "With our upcoming expansion, we expect to see additional flights into the Colorado Springs Airport."

The venues have also bolstered their digital fluency, including a Wi-Fi access upgrade and new website launch for the convention center at www.puebloconventioncenter.com. "We're working to improve the existing facility to coincide with the expansion, so it will be a seamless transition," Hoffman said.

On September 18, Memorial Hall will host Frank Caliendo and prices start at \$29.

Pueblo has a lot of new things going on in the downtown area, including a new brew pub between the Convention Center and Memorial Hall," Hoffman said. The Pueblo Convention Center hosted the first Big Bear Brew Fest in 2014, which showcased craft beers from more than 65 Colorado breweries for the 2,000 attendees. The Convention Center will host the second-annual fest on November 21. The Convention Center also created the Pueblo Pet Expo four years ago and hosts an annual bridal expo, Easter and Mother's Day brunches, and a lively New Year's Eve bash.

Now that we have the funding approved and a timeline for our newest expansion, we can really concentrate on booking new events and performers over the next couple years," Hoffman said. "Big or small, we handle it all – from a 5-person get together to a 1,500-plate, sit-down event, we can take care of it."

The Pueblo Convention Center, Memorial Hall and Spectra Venue Management hire Assistant General Manager/Director of Food and Beverage.

The Pueblo Convention Center, Memorial Hall and Spectra Venue Management, are pleased to introduce the newest addition to their executive team, Felipe Garcia as Assistant General Manager/Director of Food & Beverage. Felipe comes to Pueblo from the Las Cruces Convention Center, where he was the Director of Event Services for the last 2 years, securing and executing convention business for the 55,000 square foot property.

"His customer focused service and attitude will make him an ideal fit for the executive team at the Pueblo Convention Center and Memorial Hall." said Brian Hoffman, General Manager of Pueblo Convention Center and Memorial Hall since 2013.

Felipe has over 10 years of comprehensive hospitality experience, with a focus on client relations, revenue management and increasing profitability. His previous experience includes 5 years at the LEED gold certified Las Cruces Convention Center, where he began as an intern and grew within the company. Felipe also has experience with restaurant management and outside sales. The southern New Mexican native is a graduate of the College of Hotel, Restaurant, and Tourism Management at New Mexico State University. For more information on the Pueblo Convention Center, visit www.puebloconventioncenter.com or Memorial Hall at www.puebloconventioncenter.com or Memorial

Renovations continue at Will Rogers Memorial Center



The latest renovation project at Fort Worth's Will Rogers Memorial Center is taking shape and the improvements are now becoming more visible. In partnership with the Southwestern Exposition and Livestock Show, the \$14.5million project encompasses Cattle Barn 2, the Show Arena and the new Tower Promenade and includes the improvements noted below. An artist rendering is attached for reference along with some current photos including an image of the final cross arch of the Promenade installed recently. With the new semi-portable cattle tie system, 10x10 horse stalls will also be accommodated in Cattle Barn 2 more comfortably with wider aisles.

- New walls, windows, insulation, forced-air ventilation system, office, portable cattle tie system and flooring in Cattle
- New climate-controlled Milking Parlor with retractable seating in Cattle Barn 2 which could be used for meetings and seminars
- New restrooms on the north end of the Show Arena
- New wash racks south of the Show Arena
- New Tower Promenade between Cattle Barns 1 and 2 with 25,000 square feet of versatile covered space

The project is scheduled for completion in late 2015 and other livestock barns will be renovated similarly in future years.

For more information:
David Reeves
Director of Sales

Will Rogers Memorial Center

3401 W Lancaster Ave, Fort Worth, TX 76107

817.392.8160 direct * 817.372.9733 cell * 817.392.2755 fax

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www.WillRogersMemorialCenter.com

Promotion at the Salina Bicentennial Center

Spectra Venue Management has promoted Kevin Boryczki to Assistant General Manager at the Salina Bicentennial Center. Kevin came to Salina from Providence, Rhode Island in March of 2014 as the Bicentennial Center's Director of Marketing. His current responsibilities include overseeing the marketing, sales, public/community relations and box office/ticketing at the Bicentennial Center. Congratulations Kevin!

Don Haskins Center Graduations



The University of Texas at El Paso's (UTEP) Office of Special Events is pleased to recognize 2015 graduates from the city of El Paso and Paso del Norte Region. UTEP's Don Haskins Center hosted more than 35 graduation ceremonies the 2014-15 academic year. Most of the local high schools, technical schools and community colleges celebrated commencement achievements at the university's arena, with a total of 14,303 graduates and 150,000 guests. The Office of Special Events congratulates all graduates and their families.

BOK CENTER SEEKS FULL TIME INTERACTIVE MARKETING COORDINATOR

POSITION SUMMARY

This position will implement the activities and operations of the Marketing Department, including updating the venue website, mobile apps, social media and all in-house signage. The marketing coordinator will work with minimum supervision and direction to prepare and execute event social media campaigns, along with grassroots outreach and coordination. The marketing coordinator's ultimate goal is to assist the rest of the department in any way needed to ensure the success of all SMG Tulsa events.

Essential Duties & Responsibilities

- Maintain the venue's website, ensuring all information is up-to-date and accurate
- Serve as the social media voice of BOK Center making sure the venue stays current and interactive with fans while promoting events
- Create and update all digital venue advertising
- Create and disseminate e-blasts, text messages and mobile app push notifications to venue database and subscribers
- Complete graphic design responsibilities as needed by the marketing, booking and sales departments
- Create and implement social media proposals for event marketing
- Creating/updating and distribution of bi-monthly event calendars
- Update social media before, during and after BOK Center events and concerts
- Conceptualize & execute social media promotions for concerts and events
- Stay on top of the latest social media trends
- Manage Google Analytics account and track trends/traffic
- Coordinate with house photographer for all shows
- Submit event and concert images to industry publications
- Update online event listings
- Quote printing projects and other supplies as needed
- · Assist outside design agencies and other entities with coordination of assets
- Manage all creative assets in an organized manner
- All other duties/responsibilities as assigned

OUALIFICATIONS and SKILLS

- Ability to effectively work under pressure on multiple projects simultaneously, while meeting tight deadlines.
- Excellent communication skills, both written and orally (Continued, page 5...)

- · Attention to detail is a must
- Ability to think "outside the box" and come up with creative ideas to set BOK Center apart
- Excellent interpersonal skills; ability to maintain quality working relationships with several internal departments, especially sales and booking staff, as well as external tenant teams and media partners
- · Ability to plan, organize, and implement advertising, promotion, publicity and social media programs
- Demonstrate high level of energy and a positive attitude, professionalism, integrity, motivation and a very strong work ethic
- Ability to work long, irregular hours as dictated by programming, including evenings, weekends and holidays

Minimum Education & Experience

• Bachelor's degree from an accredited four-year college or university, in sports and entertainment, marketing, public relations, mass communications or related field preferred.

Computer Skills

- Strong knowledge of and demonstrated ability in Adobe Creative Suite, Microsoft Word, Excel, PowerPoint, and Outlook.
- Demonstrated Apple MAC computer skills preferred.
- Extensive knowledge in all aspects of social media.

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.

- The employee must occasionally lift and/or move up to 50 pounds.
- This position requires minimal stooping and lifting, but substantial walking. Must be able to stand or sit for long periods of time.
- Long periods of sitting and working at a computer terminal.

SMG TULSA WINS INDUSTRY AWARD FOR VENUE EDUCATION

(Tulsa, Okla.) August 6, 2015 – SMG Tulsa was awarded the 2015 International Association of Venue Managers (IAVM) Venue Education Award on Monday, August 3 at Venue Connect, IAVM's 90th Annual Conference & Trade Show in Baltimore, MD. This prestigious award acknowledges allied organizations, venues and academic institutions that demonstrate active student involvement, excel in available educational opportunities as well as demonstrate leadership in education. The Award also honors individuals who are actively involved in the education and continuous development of the venue management industry. The criteria used to evaluate the venues are key components to the success and vitality of the venue industry. A committee of industry leaders chose the finalists and winners were approved by the IAVM Board of Directors.

"It's an honor to be recognized by IAVM for this prestigious award," said Jeff Nickler, SMG General Manager. "We believe in the importance of providing ongoing professional development opportunities for our employees as well as a stimulating work environment that fosters learning and values creativity."

SMG Tulsa also believes in the importance of developing the next generation of industry professionals. The company has helped dozens of college students gain real world venue management experience while enabling them to earn credit towards their degree. Students who entered the internship program worked on all levels from marketing to guest services to special events and operations gaining practical, front line experience with patrons, artists, and vendors. The students had a combined total of over 2,400 hours in learning experience during their internships.

Continuing education and training for employees is something that SMG Tulsa prides itself on and this past year numerous employees attended conferences and training courses including: Venue Safety/Security courses, industry conferences such as Venue Management School, Event and Arena Marketing Conference, IAVM Venue Connect, Association of Luxury Suite Directors Conference and the International Entertainment Buyers Association Conference. Employees also attend various seminars annually to enrich their ability to provide great services to our customers and also to better lead and manage the staff of SMG Tulsa.



SECOND ANNUAL WINGAPALOOZA WELCOMES WING LOVERS TO BOK CENTER

(**Tulsa, Okla.**) **August 8, 2015** – SMG Special Events welcomed thousands of wing lovers to the second annual Wingapalooza, presented by Tulsa Federal Credit Union, earlier today at BOK Center. The event included Tulsa area restaurants serving their best chicken wings and vying for awards in the Judge's Choice and People's Choice categories. More than 100,000 wings were prepared and devoured during the three hour event. Guests also enjoyed entertainment and music from Tulsa local, DJ Spencer.

"Thanks to all the wing lovers in Tulsa for coming down to BOK Center and supporting this great event in it's second year. We'd also like to thank all of the participating restaurants who made this event a huge success," said BOK Center General Manager Jeff Nickler. "We very much take pride in events like this that create additional ways for the community to utilize and support the venue."

Congratulations to Oklahoma Joe's BBQ, who won first place in the Judge's Choice category and were crowned "Lord of the Wings." Mazzio's Wing Run won in the People's Choice category, sponsored by Schweppes.

Other winners in the Judge's Choice category included: Mazzio's Wing Run - 2nd place overall, Warehouse Bar & Grill - 3rd place overall.

"Thanks to BOK Center for putting on this great event again this year," said Oklahoma Joe's BBQ Marketing & Communications Director Breckyn Davidson. "This is such a great event and we had so much fun. It's so great to see so much support from the community."

Participating restaurants included: Baker Street Pub, Baxter's Interurban Grill, BOK Center, Boulder Grill, Community Food Bank of Eastern OK, Cox Business Center, Fat Guy's Burger Bar, Full Moon Café, Joe Momma's, Main Street Tavern, Mazzio's Wing Run, McNellie's, Naples Flatbread & Wine Bar,

Oklahoma Joe's BBQ, Rib Crib, Renaissance Hotel, Rusty Crane, Sponzs Mathis Brothers, Warehouse Bar & Grill, Zaxby's

Tulsa Federal Credit Union was the presenting sponsor for Wingapalooza. Additional event sponsors included: Fox23, Oculto, Schweppes and Jack Daniels.

"Once again this event has shown to captivate and impress all those in attendance," Tulsa Federal Credit Union President & CEO Greg Gallant said. "As an organization dedicated to our community, we are ecstatic to be the title sponsor of such an intriguing event that brings people together in support of local businesses and local fun."

The SMG Special Events department was created shortly after opening BOK Center with the goal of producing events and festivals that appeal to multiple demographics, provide high-quality yet affordable entertainment while enhancing the community spirit and revitalization taking place in downtown Tulsa. SMG Special Events produces numerous events throughout the year including: Winterfest, Rock 'n Rib Festival, Dodgebrawl, High School Hoops Showcase and Red Dirt Round Up. SMG Special Events welcomes more than 250,000 visitors to downtown Tulsa annually.

GENERAL MANAGER AJ BOLESKI SELECTED FOR 2015 LEADERSHIP WICHITA CLASS

(Wichita, Kan.) – The SMG-managed INTRUST Bank Arena is pleased to announce that General Manager AJ Boleski, along with thirty other Wichita-area citizens, has been selected to participate in the 2015 Leadership Wichita class. The 2015 class will begin Thursday, Sept. 3 and will conclude Thursday, Nov. 19.

The leadership training program features eight sessions that cover issues such as economic development and the future vision for Wichita, workforce development and the impact of ensuring a highly educated workforce in our community, the importance of consensus within government, along with building leadership skills through real-life examples, group discussions and collaboration.

(Continued, page 7...)

Leadership Wichita Chair Darcee Datteri said, "Past participants of Leadership Wichita have made significant changes in our community, and this year's class will graduate equipped with the insight to build upon their professional successes to make Wichita an even better place to work, live and play."

Boleski

"I'm humbled to be a part of the 2015 Leadership Wichita class alongside such an elite group of community members who already bring so much to this great city," commented SMG General Manager, AJ Boleski. "I'm looking forward to the learning and development that will take place over the next three months all in an effort to enhance the workforce that we have right here in Wichita."

Boleski is a Kansas native who graduated with a bachelor's degree in management and marketing from Fort Hays State University in 2001. Boleski has worked for SMG for nearly fourteen years, since his first job at the Kansas Expocentre in Topeka where he began with the company as an event and sales coordinator. Additionally, Boleski serves as Vice Chair of the Visit Wichita Board of Directors along with serving as a member of the Greater Wichita Area Sports Commission and the Rotary Club of Wichita.

SMG ANNOUNCES HIRING OF JASON GIBSON AS DIRECTOR OF EVENT SERVICES AT INTRUST BANK ARENA

(Wichita, Kan.) – The SMG-managed INTRUST Bank Arena is excited to announce the hiring of Jason Gibson as Director of Event Services. Gibson began in his role on Aug. 10, 2015.

Gibson comes to SMG with considerable industry experience, having previously worked for Feld Entertainment in multiple capacities for more than 18 years. Most recently serving as the General Manager of the Ringling Bros. and Barnum & Bailey Circus, Jason oversaw the welfare and travel of 120 cast and crew members touring the United States, maintained the safety program per OSHA regulations and was responsible for security of the tour and coordinated efforts with local, state and federal authorities weekly.

Gibson

"The Director of Event Services position is a key role and we're exceptionally confident in Jason's ability to keep moving INTRUST Bank Arena forward as one of the nation's leading facilities in safety, security and guest experience," said SMG General Manager, AJ Boleski. "Jason's wealth of knowledge from the touring side of the industry and passion for the live entertainment industry will be remarkable assets for our arena. We're thrilled to welcome him into the SMG family."

In his role as Director of Event Services, Gibson will lead and oversee the Arena's security, event management and guest services teams. Gibson will be responsible for directing, supervising and scheduling event coordination and services, event staffing, security, crowd and risk management, police, fire and safety personnel, and ADA compliance. Other responsibilities include ensuring all codes, laws, policies, safety precautions, regulations and emergency procedures are followed and developing, implementing and training staff on emergency procedures.

COX BUSINESS CENTER STAFF RECOGNIZED BY LOCAL INDUSTRY ORGANIZATION

(**Tulsa, Okla.**) – Several Cox Business Center staff members were recognized at a luncheon on August 20 by the Metro Tulsa Hotel and Lodging Association as "2015 Tops of Tulsa" nominees. CBC staff nominations were as follows: Allie Thomas, Event Coordinator, Hospitality Champion nominee; Whitney Green, EVS Foreman, Housekeeping nominee; Devin Levine, Executive Chef, Food and Beverage nominee; Jeff Baumer and Brad Thompson, Skilled Trade Craftsmen, Property Operations nominees; Bonnie Ward, Sales Manager, Sales and Marketing nominee; Kathy Tinker, Director of Convention Sales and Marketing, Leadership and Management nominee. (Continued, page 8...)



Staff members were nominated internally for their hard work and dedication to Cox Business Center, their clients and facility guests. The Tops of Tulsa Awards Program recognizes and honors outstanding employees that represent the highest level of service in the hospitality industry in Tulsa and the surrounding area.

SMG-TULSA SEEKS FULL TIME ASSISTANCE CATERING MANAGER AND FULL TIME F&B VAULT & RECORDS MANAGER

Assistant Catering Manager

Position Summary:

This position assists Catering Manager in overseeing all Catering Functions to include, coffee breaks, buffets, plated and reception events, offsite caterings, backstage catering; any and all functions serving any food & beverage items.

Minimum Education & Experience

- High School or GED Diploma.
- At least four years of industry experience and/or education in hospitality management. Experience in a banquet facility servicing meals for large events is preferred.
- Current Tulsa County Food Handlers Permit and Oklahoma ABLE Commission Liquor License.

Food & Beverage Vault & Records Manager

Position Summary:

The Food and Beverage Vault & Records Manager reports to the AGM of Food and Beverage. Primary responsibilities include vault operations and oversight, supervising the vault staff & non-profit vendors, and the financial reporting for the Food & Beverage Department.

Minimum Education & Experience

- Bachelor's degree in Accounting, Finance or Hospitality and/or relevant previous experience.
- Minimum of two (years) work related supervisory experience preferred.

For the complete job descriptions or to apply, visit http://www.bokcenter.com/arena-info/employment.

Rock Legends Help Launch Newly Renovated Stadium in El Paso

The YES and TOTO Summer Tour 2015 stopped in El Paso last month to ramp up SMG El Paso's launch of their renovated Cohen Stadium venue.

The music legends rocked out in front of a large crowd on August 28. They were the first musical acts to play in the venue since SMG El Paso took over management of the stadium late last year. It took nearly a year to give the stadium the facelift it needed to host world renowned artists like Yes and Toto.

The stadium sits at the base of the Franklin Mountains in northeast El Paso. Before welcoming rock stars, it was home to the Sun City's former Minor League baseball team, the Diablos.

SMG El Paso is already gearing up to host its next event at Cohen Stadium. Monster trucks and Motocross bikes will be taking over the field on September 18 and 19.



Hartman Arena Seeks Box Office Manager

This position is a managerial position responsible for the accurate, efficient and service-oriented operation of the ticket selling function of the Hartman Arena. Candidate will manage the overall operation of the ticket office and provides for the ordering, sale, and accounting for all tickets sold for events at the building. Supervises the selection, placement, promotion, training, safety, appraisal, and discipline of all ticket office personnel. Assures the proper accounting of all money and tickets for events serviced by the building. Serves as principal contact with Ticketmaster and assures compliance with all service standards and contract provisions. Works closely with event promoters and building lessees on a daily basis to provide advice, assistance, and ticket sales status information.

Person and/or address to apply to: Cathy Kinkaid Hartman Arena 8151 N Hartman Arena Dr. Park City, KS 67147 ckinkaid@hartmanarena.com

Deadline Date for Applications: 9/23/15



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

Kyle Baun – Region 6 Treasurer
Vice President of Ticket Sales and Event Sales
Western Stock Show Association
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Brian Stovall – Region 6 Assistant Director
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Allen Event Center
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Charly Banks – Region 6 Secretary
Public Events Coordinator
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Kent Meredith, CFE – Recent Past Region 6 Director
Director
United Spirit Arena
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(One more page below!...)



Thank you to our newsletter contributors this month!

Ben Bolander – Hartman Arena
Kevin Boryczki – Salina Bicentennial Center
Meghan Doyle – BOK Center

Joe Gonzales – Pueblo Convention Center/Memorial Hall
Nic Koppert – SMG El Paso Live
Nancy May – City of Denver Arts and Venues
Brittany Merriam – Hartman Arena
Christine Pileckas – INTRUST Bank Arena
David Reeves – Will Rogers Memorial Center
Amber Row – Cox Business Center
David Thomas – Austin Convention Center
Julian Valdez – University of Texas at El Paso
Kevin Welch – Curtis Culwell Center

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