



Newsletter



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

August 2014

IAVM Bylaws Voting Closes Sept. 2 ...A message from Sherman Bass, Director – Region 6.

As many of you are aware, we have three very important items to consider on the ballot this month. I encourage each of you to research the items. Please take time to read the bylaws changes online at <http://www.iavm.org/governance-bylaws>, read comments on VenueNet, and visit with your peers. No matter which side of the issues you fall on, please vote!

All active professional members should have received an email with voting instructions and a link. Voting is open to all active professional members in good standing. The ballot is separated into three amendment segments. Each amendment topic requires a vote of “yes” or “no”.

The link above leads to information including a red line bylaws document that will highlight the changes if the voting passed. The red lined documents address each of the following segments: Align the bylaws with the new governance process and clean up any outdated information in the bylaws; Allow Allied members to vote on Association business; Allow Allied members to serve as officers of the association board, if they meet the criteria.

Again, I encourage each all professional members to educate yourselves and take time to vote!

Global Spectrum Announces **Grammy Award Winner**

"Peter Frampton"

Is Coming to Memorial Hall

Monday August 11th, 2014

7:30p.m.

Pueblo, Colo. April 29, 2014 Memorial Hall and Global Spectrum are excited to announce that Grammy Award winning Peter Frampton will be performing at Memorial Hall on Monday August 11th, 2014.

Frampton has kept quite busy over the past year in addition to touring. He was recently inducted in the Musicians Hall of Fame, performed on-stage at the Grammy's with Ringo Starr and also played an integral part in the 50th anniversary celebration of the Beatles' arrival in the U.S. by performing on CBS' "The Night That Changed America: A GRAMMY Salute to The Beatles." Frampton also produced Humble Pie's *Rockin' The Fillmore* deluxe compilation with original member Jerry Shirley (available now via Omnivore Recordings).

Peter Frampton remains one of the most celebrated artists and guitarists in rock history. At 16, he was lead singer and guitarist for British band the Herd. At 18, he co-founded one of the first super groups, seminal rock act Humble Pie. His session work includes collaborations with such legendary artists as George Harrison, Harry Nilsson, David Bowie, Jerry Lee Lewis, Ringo Starr, John Entwistle and many others. His fifth solo album, the electrifying *Frampton Comes Alive!*, is one of the top-selling live records of all time.

**BLUE MAN GROUP COMING TO
PUEBLO MEMORIAL HALL
SEPTEMBER 18 & 19**

THEATRICAL TOUR PROMISES NEW MATERIAL AND CLASSIC MOMENTS

July 23, 2014 (Pueblo, CO) – NETworks Presentations, LLC and Blue Man Productions are pleased to announce a new theatrical touring production will visit Pueblo, CO from September 18 to September 19.

The theatrical tour features brand new content highlighted by classic Blue Man favorites.

The new sound, set, and video design centering around a proscenium-sized LED curtain and high-resolution screen create an entirely new, high-impact visual experience for Broadway houses across the nation.

The critically acclaimed **Blue Man Group** creates experiences that defy categorization. **Blue Man Group** is best known for multi-media performances that feature three bald and blue characters who take the audience on a journey that is funny, intelligent and visually stunning. A live band, whose haunting tribal rhythms help drive the show to its climax, accompanies the Blue Men.

**Global Spectrum and Big Bear Productions Announce
The Inaugural "Big Bear Brew Fest"
Saturday, November 22 at the Pueblo Convention Center**

A PORTION OF THE PROCEEDS GOING TO "THE HOME FRONT CARES"

The inaugural Big Bear Brew Fest sponsored by Toni and Joes Pizzeria and Loaf N' Jug has been announced for Saturday, November 22, 2014 at The Pueblo Convention Center. The Big Bear Brew Fest will feature over 50 state and national breweries along with several Colorado Craft Distilleries.

A portion of the proceeds from Big Bear Brew Fest will go directly to The Home Front Cares, an organization that provides grants to Colorado Veterans, service members and their families that are in need of financial, emotional counseling and other services.

The Big Bear Brew Fest is an unlimited sampling event open to the public with 2 sessions

1st Session 1:00p.m.-4:00p.m.
2nd Session 5:30p.m.-8:30p.m.

**Global Spectrum and Junior League of Pueblo Announce
The Inaugural "Touch-A-Truck" Event
Sunday , August 17th
10:00am-4:00pm
at the Pueblo Convention Center**

Pueblo, CO – July 29, 2014-Touch-a-Truck comes to the Pueblo Convention Center on Sunday, August 17th, 2014. Admission for Touch-a-Truck is FREE! The community driven event allows kids of all ages to see their favorite trucks and cars up close. Each vehicle will have an interactive, entertaining, and educational game or activity. “We are very happy to have the family-friendly event at the Pueblo Convention Center,” said Global Spectrum’s Brian Hoffman, General Manager of the Pueblo Convention Center.

Midland County Horseshoe Pavilion!

Opens January 2015 in Midland, Texas



Midland County, Texas, this year, will add a new level of excitement to the bustling oil economy of the Permian Basin. Its Midland County Horseshoe Arena Complex will add the entertainment and meeting mega star called the Horseshoe Pavilion. The Pavilion with its movable walls will host concerts from 2,862 to 5,619 patrons, trade shows of 52,000 square feet and major regional conventions. The Pavilion will have an adjunct venue called the Amphitheatre with floor and lawn seating up to 4,500. The Pavilion and Amphitheatre will share common amenities such as: show power, dressing and production rooms, box office, rest rooms and parking. This configuration is unique among American venues of its size. The Pavilion, scheduled to open in January of 2015, is owned by Midland County and managed by Dooley Management Company. For booking or event information, call the Horseshoe Business Office at 432-682-1300.

LEARN ABOUT OUR NEW EXPANSION PROJECT COMING FEBRUARY 2015



International Convention and Exhibition Center Monterrey, Mexico



2 EXHIBITION HALLS
with 66,015 sq ft (6,133 m²)



10 MEETING ROOMS
with 70,363 sq ft (6,537 m²)

Advantages:

- More space to hold exhibitions, congresses, and conventions
- 1,018 additional parking spaces
- Covered terrace with view of Fundidora Park and Saddle Mountain
- 263,860 sq ft (24,513 m²) exhibition floor space which can be divided into 8 separate exhibition halls
- 155,400 sq ft (14,437 m²) with 37 meeting rooms/halls with capacity from 10 to 2,500 visitors
- 25 minutes from the Mariano Escobedo Airport offering the most connections in Latin America with approximately 300 daily flights
- Over 500 hotel rooms – 2 hotels walking distance from our venue and 3,000 more 5 minutes away located in downtown Monterrey
- Located within Fundidora Park, with access to Paseo Santa Lucia and 450 restaurants in the State of Nuevo Leon

“THE BEST EVENTS TAKE PLACE AT CINTERMEX”

www.cintermex.com

Update on The Pavilion at Will Rogers Memorial Center

Construction is in full swing on The Pavilion, a \$4.7-million project scheduled to be completed in late 2014, at Will Rogers Memorial Center in Fort Worth, Texas. The 145' x 300' venue will comfortably accommodate a 125' x 250' covered open-air arena with covered access to the Richardson-Bass Building and the John Justin Arena. Its central location on the north side of the Richardson-Bass Building will provide a prime venue for exhibitor exercise and warm-up or an additional competition arena when needed.



The Will Rogers Equestrian Center currently offers three climate-controlled competition arenas, six indoor arenas and two outdoor arenas, so the new Pavilion will further enhance the complex's world-class amenities and bolster its position to attract many of the largest and most prestigious world and national level equestrian events. The additional covered arena will support the option to host more than one major event concurrently and also offer flexible space for outdoor exhibitions, additional horse stalling capacity, covered parking or even a unique banquet or concert setting when the arena is not needed.

Established in Fort Worth in 1936 to house events near downtown and in the Cultural District, the **Will Rogers Memorial Center** attracts more than two million visitors a year. It is host to an extensive variety of cultural, educational, recreational and sporting events and has become a premier destination for national and international equestrian events.

www.willrogersmemorialcenter.com.

SPARKS NAMED ASSISTANT GENERAL MANAGER OF BOK CENTER

SMG Tulsa is pleased to announce Casey Sparks has been named Assistant General Manager of the BOK Center. Sparks served as Director of Marketing and Sales at the BOK Center from 2007-2010 and most recently held the position of Assistant General Manager and Director of Marketing and Sales at the SMG-managed Pensacola Bay Center in Pensacola, Fla.



As Assistant General Manager, Sparks' primary responsibilities will be the daily management of the BOK Center's full-time staff, the development and execution of venue contracts, and providing support to the venue's sports tenants. She will also play a pivotal role in the booking of the arena and will work with agents, promoters, and artist management to develop new concert traffic for Tulsa.

"We couldn't be more excited to welcome Casey back to the BOK Center," said SMG General Manager Jeff Nickler. "Casey brings energy, experience and an immense amount of knowledge about the industry with her.

"Since leaving the BOK Center in 2010, Casey worked for one of the largest artist management companies in the world and most recently held the Assistant General Manager position in another SMG facility," Nickler added. "Her experience and passion for the industry make her the perfect fit for this role."

Sparks, a University of South Carolina graduate, began her career as Marketing Coordinator at Colonial Life Arena in Columbia, SC. Four years later, she moved to the AT&T Center in San Antonio, Texas to serve as Marketing Manager. In 2007, Sparks joined the SMG Tulsa team responsible for planning and executing the opening of the BOK Center. In addition to arena and event marketing, Sparks oversaw the premium services department and sold event and arena sponsorships. She also spent two years as Director of Marketing at Red Light Management in Charlottesville, Va. Red Light Management manages national touring artists including Dave Matthews Band, Tim McGraw, Phish and Pretty Lights.

"I was fortunate to be part of the opening team for the BOK Center. During that time, I became ingrained in the community and culture of Tulsa, and had the honor of working with an incredible group of professionals, many of whom are still with BOK Center today," Sparks said. "I am honored to come back to Tulsa and excited to see what more we can achieve at one of the best buildings in the world."

ORTIZ NAMED ASSISTANT GENERAL MANAGER OF FOOD AND BEVERAGE

SMG Tulsa is pleased to announce Kelly Ortiz has been promoted to Assistant General Manager of Food and Beverage for SAVOR, the food and beverage division of SMG, at the BOK Center and Cox Business Center. Ortiz has served as Director of Food and Beverage for SAVOR Tulsa since 2009.



In the new position, Ortiz will have an expanded role in the management of one of SMG Tulsa's largest departments. In addition to oversight of all concessions, catering, and bar business at both BOK Center and Cox Business Center, Ortiz will manage food and beverage sponsorships, develop partnerships with third party vendors, explore new venue revenue streams, and will work to expand Savor's evolving off-site catering business.

"Since joining the SMG Tulsa team in 2009, Kelly has built one of the most respected food and beverage departments in the country," said SMG General Manager Jeff Nickler. "She transformed the BOK Center's backstage catering for artists and tours into a fine dining experience with one of the best reputations in the industry. And the Cox Business Center continues to set the standard for convention center excellence.

"The newly created Assistant General Manager of Food and Beverage position will allow Kelly an even greater opportunity to expand SAVOR's footprint within the Tulsa community," Nickler added.

Ortiz joined SMG in 2004 at the Dow Event Center in Saginaw, Mich. In 2007, she accepted the Director of Food and Beverage position at the SMG-managed Albuquerque Convention Center and Kiva Auditorium in Albuquerque, N.M., where she served until moving to Tulsa in 2009.

"This is an incredible opportunity to expand my current role within SMG," said Ortiz. "I am fortunate to work with an amazing team who is dedicated to quality service and expanding the boundaries of the food and beverage department. I look forward to building on the success we have already achieved at both venues."

DODGEBRAWL BRINGS MORE THAN 3,000 GUESTS TO DOWNTOWN

The Third Annual Dodgebrawl Tournament presented by 2 Fellas Moving Company took place at the BOK Center on July 19, 2014. The tournament hosted more than 450 participants and welcomed 3,086 guests to downtown Tulsa. In addition, Live Great 918: Tulsa Fitness Fair presented by St. John Health System highlighted more than 40 local health and fitness vendors to educate guests on living an active lifestyle.

"SMG Tulsa is proud of another successful Dodgebrawl tournament. This requires a special thanks to all the sponsors, the participating teams and all of our health and fitness vendors. The most special part of this event is the opportunity to give back to the community." - Jeff Nickler, General Manager, SMG Tulsa

Dodgebrawl was designed by SMG Tulsa as part of its lineup of special events that focuses on giving back to the community. Each team selected charity to represent throughout the tournament. The top three winning teams won prize money for their charities as well as the Best Team Name and Best Team Uniform award-winners. For the 2014 event, Dodgebrawl raised more than \$4,500 for local charities and nonprofits.

1st Place: Bros in Bandanas – Boys & Girls Club of Tulsa

2nd Place: Shocktop – Cancer Sucks, Inc.

3rd Place: Guns N Hoses – The Colby Foundation

Best Team Name: Snoop Dodgy Dodge – Big Brothers Big Sisters

Best Team Uniform: WWF 'N Awesome – Big Brothers Big Sisters

(Continued, Page 6...)

The SMG Special Events department was created shortly after the opening of the 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: Arvest Winterfest, Rock 'n Rib Festival, OK! Play, Literature Live Theatre Series, High School Hoops Showcase and Wingapalooza. SMG Special Events welcomes more than 200,000 visitors to downtown Tulsa annually.

INTRUST BANK ARENA NAMED AS TOP 3 FINALIST FOR 2014 IAVM VENUE EXCELLENCE AWARD

(Wichita, Kan.) – The International Association of Venue Managers (IAVM) has recognized INTRUST Bank Arena as a Top 3 finalist for the 2014 Venue Excellence Award. The awards were presented in Portland, Ore., July 28 at VenueConnect, IAVM's 89th annual conference and trade show.



In 2013, INTRUST Bank Arena was named the IAVM Venue Excellence Award Winner. Receiving a Top 3 finalist nod the very next year is an achievement unprecedented by other arenas. This prestigious award is given annually to only one arena in the world and recognizes the best arena based on four criteria used to demonstrate the ways in which the venue has excelled in the management and operation of a public assembly venue.

The criteria for the award includes: service to the community, teambuilding/professional development, safety and security, and operational excellence. The criteria used to evaluate the venues are at the core of IAVM's mission, and are key components to the success and vitality of the venue industry. A committee of industry leaders chose the finalists for each venue type, and winners were approved by the IAVM Board of Directors.

“Congratulations to INTRUST Bank Arena and the SMG Wichita team for this unprecedented recognition, again being recognized as one of the best arenas in the world by IAVM,” commented SMG Senior Vice President, Entertainment, Jim McCue. “With a diverse event lineup, ranging from George Strait to James Taylor to Cher, they are having another amazing year in 2014.”

Sedgwick County Commission Chairman Dave Unruh added, “Congratulations to SMG and everyone at INTRUST Bank Arena who worked for this honor. We at Sedgwick County are proud to be your partners, working together to bring elite entertainment opportunities to our community. Keep up the good work!”

“This recognition is a testament to the passion, energy and dedication that our staff puts into making INTRUST Bank Arena a top notch facility each and every day,” said SMG General Manager, A.J. Boleski. “This award is unique and prestigious in that it recognizes venues not based on ticket sales, rather solely on our ability to demonstrate excellence in the management and operation of public assembly venues. We are honored to be recognized as a finalist in the arena category.”

SMG/INTRUST Bank Arena Seeking Box Office Manager

SMG, the leader in privately managed public assembly facilities has an opening for a **Box Office Manager** at INTRUST Bank Arena. Under direct supervision of the Ticketing Director, the Box Office Manager oversees ticket sales and all aspects of box office operation for all SMG-Wichita managed facilities by performing the following duties personally or through subordinates.

Essential Duties and Responsibilities

- Directs and oversees the internal control of daily operations as outlined in the SMG Box Office Manual.
- Coordinates all event information for facility personnel in a timely manner.
- Works with event promoter and appropriate personnel to establish ticket pricing and seating configuration as needed.
- Monitors daily ticket sales for all upcoming events and communicates information to the Director and promoter representative.
- Prepares cash bank and daily accurate inventory of all tickets distributed and available for sale.
- Prepares and presents the final box office statement for settlement of each event as needed.
- Responds to customer complaints and service requests while maintaining a positive rapport with the ticket buying public.

(Continued, Page 7...)

- Establishes files on each event that consist of seats on-hold for the building and promoter, complimentary ticket vouchers, event audits and ticket inventory schedules.
- Supervises, instructs, and trains ticket sellers as to the proper selling procedures.
- Assists or sells tickets as needed.
- Opens and/or closes ticket window as required.
- Accurately dispenses tickets as requested by patrons: accepts payment and makes change accurately.
- Maintains accurate count when selling hard tickets and accesses computer count for count of computer printed tickets.
- Maintains accurate record of daily balance of cash received, tickets sold and change bank/vault.
- Fills reservations for seats by telephone or mail, handles Will-Call window according to procedures or related duties as assigned by supervisor.
- Demonstrates excellent customer service skills, responds promptly to customer needs, responds to requests for service and assistance, able to work independently and handle most office box questions without assistance.
- Efficiently and courteously answers questions concerning prices, seating and events. Gives information concerning upcoming attractions.
- Maintains accurate count of tickets sold, money received from ticket sellers and change banks.
- Prepares and submits a daily report of business transactions.
- Makes bank deposits.
- Performs other duties as assigned by Director of Ticketing.

Supervisory Responsibilities

Manages the Ticket Sellers or other Box Office staff. Is 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; appraisal performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

Education and/or Experience

- Bachelor's degree preferred
- Minimum three (3) years of related experience or equivalent combinations of education and experience.
- Experience in accounting and customer service essential
- Supervisory experience
- Experience working with ProVenue Ticketing system a plus

Knowledge, Skills and Abilities

- Excellent communication, problem solving and organizational skills.
- Demonstrated knowledge of accounting and financial procedures, including record keeping and reconciliation.
- Ability to analyze data and figures.
- Knowledge of supervisory principals and practices.
- Ability to coordinate and schedule staff.
- Demonstrated knowledge of ticket selling/box office operations.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Ability to work with minimal supervision.
- Ability to work flexible hours based on events, including daytime, evening, weekends and holidays as needed.
- Must have professional attitude and appearance.
- Tact, diplomacy, and discretion required in all matters.

Physical Demands

This position requires sitting, stooping, finger dexterity, personal mobility for getting around the facility, and lifting up to 20 lbs. Must be able to use a computer, write, type; use phone and cell phone.

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

INTRUST BANK ARENA RANKED 27TH BUSIEST ARENA IN THE UNITED STATES

(Wichita, Kan.) – The SMG-managed INTRUST Bank Arena finished as the 27th busiest arena in the United States and 69th in the world in *Pollstar* Magazine's 2014 Mid Year Top 100 Arena Rankings. Rankings are based on tickets sold worldwide for shows played between 1/1/14 and 6/30/14.



Sold Out George Strait at INTRUST Bank Arena

“It’s been an exciting year this far for INTRUST Bank Arena,” said A.J. Boleski, SMG General Manager. “We’ve hosted two huge farewell tours with George Strait and Motley Crue, and just recently announced a third with Cher’s D2K Tour set for November 3. We’re gearing up for a busy fall and look forward to continuing to bring top notch entertainment to downtown Wichita.”

INTRUST Bank Arena has hosted 11 of the Top 100 Worldwide Tours so far in 2014, including George Strait, Winter Jam, WWE, The Harlem Globetrotters, Lady Antebellum, Jeff Dunham, The Roadshow, Brantley Gilbert, Disney Live, Sesame Street Live and James Taylor.

INTRUST BANK ARENA RANKED AS 12TH BUSIEST STOP BY VENUES TODAY

(Wichita, Kan.) – The SMG-managed INTRUST Bank Arena ranked as the 12th busiest arena according to the Venues Today 2014 Mid-Year Top Stops for venues with seating capacities 10,001-15,000. The rankings, announced in the July edition of the trade publication, are based on concert and event gross ticket sales from October 16, 2013 through May 15, 2014 as reported to Venues Today.

“It has been an exciting year for INTRUST Bank Arena as we hosted the sold out George Strait ‘The Cowboy Rides Away Tour’ on April 4th,” said A.J. Boleski, SMG General Manager. “George Strait’s final performance sold a record number of tickets in our venue for a single day, concert event. Additionally, during this timeframe, we hosted Lady Antebellum on Valentine’s Day along with 10 days of rehearsals for the Soundtrack of Summer Tour featuring Styx, Foreigner and Don Felder prior to their first show of the tour at our venue on May 14th.”

Venues Today is the leading source of original reporting for live entertainment and events, serving management, owners and suppliers to music, sports and meetings venues internationally.

Longview, Texas Hosts T-Bone Walker Blues Festival 2014

The T-Bone Walker Blues Festival will move from the Music City Texas Theater in Linden, Texas to the Maude Cobb Convention and Activity Complex in Longview, Texas this September, 2014. The festival, which is named for Linden native and blues icon T-Bone Walker, is a celebration of “The Blues” that brings music lovers together in Northeast Texas and is dedicated to honoring the legacy of blues legend Aaron “T-Bone” Walker. The festival is sanctioned by the Estate of T-Bone Walker and is hosted by his daughter, Bernita Walker.



The importance of T-Bone Walker’s career and his influence on legions of Jazz, Rhythm & Blues, and Rock & Roll artists who followed him cannot be overstated. He created the archetype of the performer with a guitar fronting his own band, and he did it as well as it has ever been done, or will ever be done by anyone.

(Continued, Page 9...)

Longview, as well as several other cities, were approached when the board decided to find a new home for the event. The City of Longview offered to be co-sponsors of the event with the nonprofit organization that oversees the festival, providing location, logistical and clerical support, as well as helping with marketing. The festival has drawn thousands of fans each year to the Music City Texas Theater in Linden. The group hopes for a long-term relationship with the City of Longview.

The event will have simultaneous acts performing inside the Maude Cobb Convention and Activity Center and on an outdoor stage for two consecutive days, September 12 & 13, 2014. Proceeds generated by the 2014 festival will be shared in both the Longview and Linden communities for projects that meet the mission of the Corporation – keeping the blues alive and blues music education.

For a complete line up of performers, visit <http://www.tbonewalkerbluesfest.com>.

Michael Robinson Joins Curtis Culwell Center as Event Coordinator



Micheal Robinson II was chosen for an Event Coordinator position out of pool of 90 applicants. Micheal is a graduate of Texas A&M-Commerce where he gained experience working at the Jerry D. Morris Recreation Center. He also has event experience from the Dr. Pepper Ballpark in Frisco, TX. Micheal joins Blake Shelton, Raney Kaaa, and Brandon Murphy on the CCC Event Services team managed by Kevin Welch.

Bonnaroo Fans have a “really good time”

Manchester, TN (July 1, 2014) – Under a sunny Tennessee sky, the Bonnaroo Music and Arts Festival concluded its thirteenth annual celebration of music and arts outside Manchester, Tennessee on June 12th-15th. The four-day festival, which has grown significantly over the years, commands recognition as one of the premier outdoor events in the country. Staff Pro is proud to have played a role in our 7th year of providing unparalleled security to the festival, which attracts fans from all over the world. Headliners Kanye West and Lionel Richie, as well as hundreds of other bands, wowed crowds throughout the weekend, while Elton John closed the show with an amazing set that had fans buzzing. More than 100,000 fans celebrated on 700 acres outside Manchester, TN, and were treated to a rainbow along with the music.

Staff Pro has earned an enviable reputation for consistently fulfilling staffing levels with reliable security service professionals. This proven performance has allowed our team to retain talent and successfully grow over the years. This year, Staff Pro accepted the challenge of protecting Bonnaroo’s high-profile VIP at Main Stage, at Centeroo / 2nd stage, and the exclusive “Roll Like a Rock Star” campgrounds. The Staff Pro team is led by Todd Browneller, Colorado Branch Manager. Todd recruits throughout the South for his staff, “Over seven years, we have found some great staff. We find energetic, friendly people and train them in our customer service skills, and they keep coming back.” Staff Pro considers staff retention a key to our success.

As the summer festival season continues, Staff Pro is honored to protect fans across the country. Starting at Coachella, Staff Pro continued its summer security tour with Stagecoach, EDC in Nevada, and Bonnaroo in Tennessee. As part of the U.S. Security Associates family, we work in more than 160 branches across the United States. Our team invites you to contact us—we’re ready to service your events and venues throughout the country. We look forward to hearing how we might help you with your guest services, ushers, ticket takers, or security staffing needs.

Staff Pro Inc. and U.S. Security Associates Inc. Join Forces

Staff Pro, America’s second largest event staffing provider, has joined forces with U.S. Security Associates (USA), the second largest American-owned and managed contract security services firm. As a national security provider, with \$1.3 billion in projected 2014 revenue, USA has 46,000+ employees in 160+ cities in 45 states, providing security officer services and risk mitigation solutions for 5,300+ clients. As an affiliate of USA, Staff Pro continues to operate independently under the leadership of company President, Cory Meredith.

Cox Convention Center Adds Tenant

The SMG-managed Cox Convention Center in Oklahoma City will get a new tenant this fall. The Oklahoma City Thunder's NBA Development League affiliate will call the convention center home starting with the 2014-15 season. The team had been located in Tulsa since 2005 and has been owned by the Thunder since 2008.

The team advanced to at least the D-League semifinals in three of the last five seasons. Cox Convention Center is also home to the American Hockey League's Oklahoma City Barons, which will open their fifth season this fall.

Operations Manager, SMG Oklahoma City, Chesapeake Energy Arena, Cox Convention Center

SMG, the world leader in venue management, marketing, and development is looking for operations staff for the Chesapeake Energy Arena and Cox Convention Center. This position will perform various physical tasks to set-up and tear-down equipment and materials for arena and convention center events, as well as, clean and maintain the facility and provide other operational tasks as needed. Get more information at ChesapeakeArena.com or CoxConventionCenter.com.

ACCESS Tours Verizon Arena



ACCESS School coordinator, John Sharp, toured Verizon Arena with students on July 8, 2014. The group had the opportunity to see the full layout of the arena, as well as, the daily operating procedures. As an added bonus, the students even got to run on the astro-turf which had just been laid for an upcoming event. Since 1994, ACCESS, a Little Rock non-profit organization, has offered outpatient pediatric therapy, full-time education and thorough diagnostic services for infants, toddlers, children and youths who are developing or diagnosed with ADD/ADHD, apraxia, autism and autism spectrum disorders. Verizon Arena was lucky to receive a visit from such an enthusiastic group!

Verizon Arena Welcomes Alex McKeighan, Assistant Box Office Manager



Verizon Arena is pleased to welcome our newest addition to the Box Office. Alex McKeighan has accepted the position of Assistant Box Office Manager. Alex is originally from Council Bluffs, IA. She brings experience and knowledge with the Ticketmaster and Archtic systems from her time spent at the Mid-America Center and Caesar's Entertainment. Welcome, Alex!

Walton Arts Center seeks Events Coordinator

REPORTS TO: Director of Events and Patron Services

JOB SUMMARY: The Events Coordinator leads in the scheduling, contracting and planning of client events and services and assists in the planning for Walton Arts Center special events.

(Continued, Page 11...)

ESSENTIAL JOB FUNCTIONS: • Must maintain a positive attitude during busy and sometimes stressful activities • Excellent customer service skills • Strong organizational skills, multi-tasking ability and attention to detail • Maintains positive relationships within the community, both personally and professionally, to build network of clients who may wish to rent space at Walton Arts Center or the Walmart AMP. • Excellent interpersonal communication - ability to train and mentor others • Able to work flexible hours including nights and weekends • Must be able to lift up to 25lbs • Must be able to stand for long periods of time • Must have and maintain a valid driver's license and have access to a vehicle which can be used for local travel within 50 miles (mileage reimbursed) • Proficient in Microsoft Office tools; experience with CAD programs is preferable.

QUALIFICATIONS: Bachelor's degree in a related field required plus 3 years of live event coordination, with a focus on customer service. Experience in a performing arts environment is highly desirable.

RESPONSIBILITIES: EVENT MANAGEMENT • Leads in the creative design and coordination of assigned events and meetings • Serves as onsite event manager for Walton Arts Center special events, internal functions and client rental events • Serves as primary contact for client relations and services from inquiry to invoice. • Serves as interdepartmental liaison responsible for communicating event requirements across the organization. • Maintains the facility master calendar and serves as primary contact for master calendar entries. Maintain notes on events in event management database • Negotiates with area businesses and vendors to provide exceptional services for Walton Arts Center and our clients • Serves as primary point person for all event food and beverage needs for internal and external events. Recruits local approved caterers and maintains those relationships. Responsible for the training of personnel regarding food handling, preparation and safety. • Provides input and assists in the development of policies surrounding client rental events. • Research current industry rental event practices, rates and trends to keep Walton Arts Center policies up to date • Works with Marketing to develop promotional materials and create marketing plans for client events • Works with Box Office team on ticketing services required for client events • Maintains Events Procedure Guide to keep current with Walton Arts Center Front of House policies and procedures • Coordinates the Walton Arts Center public tour program • Oversees the maintenance of attendance logs for all events across the organization's multiple facilities. • Assists Director of Events and Patron Services with assigned administrative tasks.

FINANCE • Exercises sound independent judgment while being accountable for purchases within Events budget area • Assists Director of Events and Patron Services in budget development and reconciliation for Events income and expenses. Any and all other tasks assigned by management for which the employee is qualified and physically able to perform with or without reasonable accommodations.

Bachelor's degree in a related field required plus 3 years of live event coordination, with a focus on customer service. Experience in a performing arts environment is highly desirable. Salary plus great benefit package.

TO APPLY: If you are interested in the position, meet the minimum qualifications and have a passion for the arts, send a cover letter, resume, and references to: WAC Human Resource Officer, Karen Percival, at humanresources@waltonartscenter.org. Position open until filled.

Southland Conference Returning to the Leonard E. Merrell Center for 3 Additional Years

The Southland Conference recently announced it will return to the Katy Independent School District and the City of Katy, TX to keep the Leonard E. Merrell Center as the host location for their men's and women's conference basketball tournaments. This three-year-contract extension will mark a 10 year collaboration with the Southland Conference and the Merrell Center.



“We are excited to continue this twofold relationship with such a great organization.” said Ben Rolens, General Manager of the Merrell Center. “We enjoy providing a fantastic venue for the tournament, while bringing this exciting event into the community. This tournament also benefits Katy ISD because it provides a volunteer program for students to gain real world, behind-the-scenes experience.”

Located in Katy, Texas, the Merrell Center provides a neutral site for the conference tournament with a lot of amenities for its visitors; including a wide variety of hotel, shopping, entertainment, and restaurant options.

The 2015 Southland Conference Men's and Women's Basketball Tournament will take place March 11-14, 2015.

For more information about the tournament please visit www.merrellcenter.org or www.southland.org

PLANO CENTRE SEEKS FOOD SALES AND SERVICE SUPERVISOR

<https://www.youtube.com/watch?v=rhkQZXfvFf4#t=31>

PRINCIPAL RESPONSIBILITIES:

- Control food and labor costs by assessing, planning and organizing time and product usage in the most efficient, effective manner.
- Meet with all clients to determine food needs and to gather information regarding food service.
- Ensure that health standards set by the City of Plano are met and complied with.
- Plan and establish standard and customized menus for all inside catering and concessions in order to meet food needs and budget requirements for customers.
- Supervise full- and part-time employees, as well as contract employees, for special events.
- Interview, hire and evaluate food service staff.
- Establish annual goals for the Food and Beverage Department.
- Establish quality-control standards for all concessions, including staffing with qualified personnel.

MINIMUM QUALIFICATIONS:

- Knowledge of inventory control
- Knowledge of food and beverage practices and procedures
 - Laws pertaining to alcoholic beverage sales
 - Applicable health and sanitation codes
 - Knowledge of large scale banquet service and food preparation.
- Position requires good communication skills, both orally and in writing, and the ability to work effectively with the public.

EDUCATION/EXPERIENCE:

- Associates Degree or equivalent
- Direct experience in the food and beverage industry
 - Preferably in hotel or restaurant management
- Five (5) years supervisor experience in food and beverage
 - Emphasis on large scale banquet operation, preferably in a convention center or similar facility.

Any work related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.

Licenses and Certificates:

- Texas Class C driver's license
- Food Handlers Certification

To apply, you must go online to www.plano.gov



Thank you to our newsletter contributors this month!

Sherman Bass - Amarillo Civic Center Complex
Kyla Bryant - Verizon Arena
Mike Dooley - Dooley Management Company
Dixie Golden - Maude Cobb Convention and Activity Center
Sarah Haertl - BOK Center/Cox Business Center
Wanda Huerta - Cintermex Convention Center
Mark Jarrell - Plano Center
Ryan McGhee - Chesapeake Energy Arena/Cox Convention Center
Jeff Mues - Allen Event Center
Zack Orr - Enid Event Center and Convention Hall
Christine Pileckas - SMG/INTRUST Bank Arena
Elizabeth Pritchard-Jones - Leonard E. Merrell Center
David Reeves - Will Rogers Memorial Center
Benjamin Rolens - Leonard E. Merrell Center
Shyla Ross - Staff Pro
Kevin Welch - Curtis Culwell Center
Nick Zazal - Walton Arts Center/Walmart AMP

Past Region 6 Newsletters: <https://www.iavm.org/regions/region-6-newsletters>