



Newsletter

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

September 2014

IAVM Members Vote on Bylaw Questions

"We can all be proud of the IAVM membership today," said Kim Bedier, CFE, IAVM chair. "Out of a total of 2,526 eligible voters, 623 members, or nearly 25 percent, voted on the bylaw questions. While a majority of members supported all three items, questions two and three did not achieve the two-thirds majority threshold required to pass," Bedier said. "On behalf of the IAVM board of directors, I can assure all members we are fully committed to continuing our work in a thoughtful, thorough and transparent manner and that the board will maintain its focus on fulfilling the mission of IAVM for all: to educate, advocate for, and inspire."

The results are as follows:

Question One: Align the bylaws with the new governance process and clean up any outdated information in the bylaws.
Yes: 85.2 percent
No: 14.8 percent
Measure passed.

Question Two: Allied members may vote on association business.
Yes: 66.2 percent
No: 33.8 percent
Measure did not pass.

Question Three: Allied members may serve as officers of the association board, if they meet the criteria, including the requirement that the candidate have a minimum of seven years of relevant experience in a venue.
Yes: 59.9 percent
No: 40.1 percent
Measure did not pass.

The Buddy Holly Hall of Performing Arts and Sciences Closer to Reality!

(LUBBOCK, TX)—For more than 25 years, the Lubbock community has asked for a main performance hall that will not only foster but also attract the very best and brightest in entertainment and performing arts from across the South Plains of Texas and beyond.

In 2013, the [Lubbock Entertainment and Performing Arts Association \(LEPAA\)](#), formed as a non-profit organization, launched a development and fundraising effort to make this vision a reality with privately raised funds.

By March 2014, LEPAA achieved a major fundraising milestone announcing \$47.6 million raised at that time, in less than a year from the beginning of the effort. Also in March, [Garfield Public/Private LLC](#) commenced work as project developer.

In June, the future performing arts center envisioned for downtown Lubbock announced its name: The Buddy Holly Hall of Performing Arts and Sciences.

Named for Lubbock native and performance pioneer [Buddy Holly](#), LEPAA achieved a goal of tying the legacy of performing artists from the area to a future for great performers in the Lubbock Arts District.

(Continued, page 2...)

“This project can’t be just about raising funds and building a new building. To stand the test of time, to truly become a landmark, it must create a connection. With the naming of this building, we pay tribute to a great artist whose talent has connected the entire world to Lubbock for over 60 years,” said LEPA Board Chairman Tim Collins.

By July, the design team was complete with the announcement of [Diamond Schmitt Architects](#) rounding out an [impressive collaboration](#) of local and international visionaries including [Parkhill, Smith & Cooper](#) and [MWM Architects](#), [Jaffe Holden Acoustics](#), and theater consultant [Schuler Shook](#).

Design work is underway and The Buddy Holly Hall of Performing Arts and Sciences will have a face in the near future.

In the meantime, funding support continues to come in along with public support and anticipation for the completion of The Buddy Hall of Performing Arts and Sciences. For more information visit [lepaa.org](#).

SAVOR... Tulsa Receives National Food and Beverage Awards

SAVOR...Tulsa, the Food and Beverage division of SMG, recently received two national awards at the SAVOR National Director’s Meeting held August 5-7 at the Long Beach Convention Center in Long Beach, Cali. The awards included 2014 Pillar of Excellence for Driving Best in Class Service presented to Kelly Ortiz, SAVOR Assistant General Manager of Food and Beverage; and the 2014 Best Success award for BOK Center concession stand re-branding project.



“Kelly’s dedication to making BOK Center and Cox Business Center benchmarks by which other venues measure their success by is truly remarkable.

She is well-established as an industry leader in backstage catering, and her perseverance to make sure BOK Center concession stands set a new industry standard is well deserving of these awards and honors,” said SMG General Manager Jeff Nickler.

The 2014 Pillar of Excellence for Driving Best in Class Service was awarded to Ortiz for her overall management of the two Tulsa venues’ (BOK Center and Cox Business Center) food and beverage department. Ortiz was specifically highlighted for the concession stand project, the exceptional reputation of BOK Center’s backstage catering and her staff’s community service efforts.

“As a company, SAVOR recruits the top talent in our industry; I was honored to be recognized among my peers,” Ortiz said. “This award isn’t just my recognition. It belongs to my entire team who work tirelessly event after event to provide superior food and beverage service.”

The concession stand rebranding project was highlighted as the Best Success Story out of all 143 SAVOR facilities and encompassed a complete redesign of all SAVOR-operated stands on both the main and upper concourses of BOK Center. Designed by local creative agency AcrobatAnt, the five new brand concepts include: Wholly Tacomoli, Fuel, Backstage, Frank’s Gourmet Dogs and Roadie’s Grill.

“The visual improvements made to the concession stands have had a substantial impact to the overall perception of the venue. We’ve seen incremental growth in sales and the guest feedback has been overwhelmingly positive,” Ortiz added. “When we see our guests taking pictures of the new concession stands, we know we did something right.

Ortiz added, “Thank you to Acrobat Ant, Little Mountain, Oil Capital Neon and Outlaw Kustomz for your dedication to exceeding all expectations for this project.”

Cox Business Center Unveils 50th Anniversary Installation

In celebration of the Cox Business Center’s 50th Anniversary, SMG Tulsa recently unveiled a three-panel commemorative installation marking the venue’s significant role in the city’s history and the lives of many Tulsans.

(Continued, page 3...)

The permanent display adds a dramatic and visually enticing showpiece to the east gallery of the Tulsa Ballroom. Guests experience a photographic chronology of the wide variety of events hosted at the venue spanning the past fifty years. The panels include historical photographs of the venue's original construction and subsequent remodel and expansion projects, a wide array of event images and descriptive event information.



“This venue has played such an integral role in the community since opening in 1964, hosting everything from graduations and proms to sporting events and rock concerts. Our goal was to create a display paying homage and thanking everyone who has hosted an event, attended an event or worked at the Cox Business Center during the past 50 years,” said SMG Assistant General Manager Kerry Painter.

Originally known as the Tulsa Assembly Center, then later renamed the James L. Maxwell Convention Center and the Tulsa Convention Center, the venue became the Cox Business Center in 2013 and officially celebrated its 50th anniversary on March 8, 2014.

Local creative agency, AcrobatAnt, designed the installation.

“To be able to work on this project and look through all of the events that happened in the past 50 years was incredible. The Cox Business Center really is a part of Tulsa's storied history. It was an honor to work on this project and collaborate with different companies to make this happen,” said Diane Davis, Managing Partner of AcrobatAnt.

BOK Center and Staff Nominated for Industry Awards

SMG Tulsa received several nominations from the International Entertainment Buyers Association (IEBA) for its annual honors and awards. BOK Center was nominated for Venue of the Year. John Bolton, who served as BOK Center General Manager until his recent promotion to the SMG Corporate office, was nominated for Venue Executive of the Year and Michael Owens, director of booking, received a nomination for Rookie of the Year.



Michael Owens

Winners will be announced at IEBA's 44th Annual Conference, which will be held September 27-30, 2014 in Nashville and are voted on by IEBA members.

“Congratulations to the entire SMG Tulsa team for BOK Center's Venue of the Year nomination. BOK Center is one of the industry's top performing venues with a proven track record of both financial and booking performance,” said SMG President and CEO Wes Westley.

“SMG also congratulates John and Michael for their individual honors,” said Doug Thornton, SMG Executive Vice President – Stadiums and Arena. “John was an integral part of BOK Center from the beginning, establishing one of the most successful venues in the nation and maintaining that level of success long past the honeymoon period.

“Michael has proven himself as a rising star in the industry and has contributed greatly to BOK Center's success in booking the most sought-after concerts and events,” Thornton said.
(Continued, page 4...)

Bolton, who previously won Venue Executive of the Year in 2011, served as the General Manager of BOK Center and Cox Business Center from 2007 until this past February when he was named Vice President of SMG Entertainment relocating to the SMG Corporate offices in West Conshohocken, Pa. This past June, Bolton was elected to the IEBA Board of Directors in the "Buyer/Promoter" category.

Venue Executive of the Year nominees are selected by IEBA membership. The venue they manage must have bought or promoted at least ten (10) concerts/engagements during the prior calendar year, be in good standing with all agents and help promote live music.

Owens joined the SMG Tulsa team in August 2012 as Booking and Special Events Manager. He was promoted to Director of Booking this past July. As Director of Booking, Owens works with both regional and national promoters and agents to develop content for BOK Center and Cox Business Center.

The Rookie of the Year award is presented to an outstanding IEBA Young Professional member. Nominees are recognized as a young professional who has shown outstanding performance and a significant breakthrough in his/her career. The Young Professional can belong to any IEBA Membership Category and must be under the age of 30.

IEBA is a non-profit trade organization for live entertainment industry professionals. Founded in 1970, IEBA provides networking, showcasing and educational opportunities to strengthen relationships, foster growth and increase revenue for the live entertainment industry.

City of Oklahoma City – Civic Center Music Hall Seeking Box Office Manager

The City of Oklahoma City – Civic Center Music Hall is seeking applications for a full-time Box Office Manager. The Box Office Manager is responsible for planning, organizing, directing, and supervising box office operations for both the Civic Center Music Hall and Rose State College Performing Arts Theater to ensure customers receive the highest quality of service. Complete description, requirements, benefits, and applications available at: <http://www.okc.gov/jobs/>. 405-297-2530.

Colleague Seeking Position With IAVM Affiliated Venue in Dallas Area.

Stan Feaster recently retired from 25 years of service in Venue Management at Howard College in Big Spring, TX., and has relocated to Dallas, TX. Stan is seeking a part/full time position with an IAVM affiliated venue in the Dallas area. Stan's duties included the daily operation (budgeting, scheduling of events, contract negotiations, etc.) of a 4000 seat Coliseum and an on campus Fitness Center. Stan also served as Asst. to the Athletic Director, providing logistical support for the administration and all college teams. Resume and references available. Stan Feaster: (432) 816-9480 sfeaster@howardcollege.edu

Major Events at Pueblo Convention Center/Memorial Hall Take Media Spotlight

<http://www.chieftain.com/news/2819652-120/truck-touch-pueblo-event>

<http://www.chieftain.com/entertainment/books/2830638-120/pueblo-book-club-kiwanis>

<http://www.chieftain.com/entertainment/music/2748063-120/com-blogs-chieftain-entertainment>

INTRUST BANK ARENA NOMINATED FOR VENUE OF THE YEAR AWARD



(Wichita, Kan.) – The International Entertainment Buyers Association (IEBA) has recognized INTRUST Bank Arena as a nominee for the 2014 Venue of the Year Award. IEBA is the leading non-profit trade organization for live entertainment industry professionals.

In addition to INTRUST Bank Arena, 2014 Venue of the Year nominees include Staples Center (Los Angeles, CA), Sprint Center (Kansas City, MO), Ryman Auditorium (Nashville, TN), BOK Center (Tulsa, OK) and Fox Theatre (Atlanta, GA). Voting is limited to IEBA members and winners will be announced and recognized at IEBA's 44th Annual Conference on Sept. 30 in Nashville.

"To be recognized with this nomination and mentioned in the same category as prestigious venues such as the Staples Center and Ryman Auditorium is an absolute honor and thrill," said AJ Boleski, SMG General Manager. "We have a vision to be leaders in our industry and our staff continues to push the mold and prove that we are one of the top venues in the country."

INTRUST BANK ARENA SOCIAL MEDIA RANKED #1 IN US AMONG MID-SIZE VENUES

(Wichita, Kan.) – The SMG-managed INTRUST Bank Arena ranked #1 in the US and #3 in the world among mid-size venues in the most recent edition of the *Venues Today* Social Media Power 100 Chart, released in their August issue. The chart ranks venues' social media reach using a number of publicly available data points among Facebook, Twitter, Foursquare and Instagram.

“To be recognized as #1 in the US in social media among mid-size venues is a huge accomplishment for our team,” said SMG Director of Sales & Marketing, Christine Pileckas. “We take pride in the fun and engaging content we create for our fans and it’s exciting to see hard work rewarded through this recognition.”

Venues Today prequalifies more than 400 venues for consideration and weights scores for venue size and market size. This chart uses a weighted ranking curve so readers can quickly compare engagement within their own size category. INTRUST Bank Arena falls in the 10,001 to 15,000 capacity category and ranked 3rd within the category. Leading the rankings in this category are Budweiser Gardens in London, Ontario and MTS Centre in Winnipeg Manitoba.

New Faces At United Wireless Arena & Conference Center

We are happy to announce that our new Executive Director, Chris Ragland will be joining the UWA team on Thursday, September 11. Chris will be moving from the Crown Center in Fayetteville, North Carolina where he was the assistant General Manager and Director of Operations. Chris brings to us 28 years of experience in the public assembly industry in all aspects of the arena business. His background includes stage hand and rigger, International tour manager, customer service/ticket office and booking and scheduling. In May, UWA welcomed two fresh faces to the team! Bridgette Baker started as the new Director of Marketing and Sales while Jennifer Lampe was brought on as the new conference center event coordinator.

UTEP BRINGS BHUTAN TO THE BORDER

On August 30, talented performers from more than 10 different countries came together for the U.S. premiere of the first-ever combination of Western opera and Bhutanese culture, staged at the University of Texas at El Paso (UTEP) Don Haskins Center.

[Opera Bhutan's](#) *Acis and Galatea* adapts the musical work by composer George Frideric Handel with a new setting and the addition of Bhutanese components. Approximately 6,000 attendees of all ages from the El Paso–Juarez border region enjoyed the one-of-a-kind live event.



Above: Performers from Bhutan, Canada and Italy during the U.S. Premiere of Opera Bhutan's “Acis and Galatea”. Photo by JR Hernandez / UTEP News Service.

Along with the UTEP vocal and orchestral talents, the cast was rounded out with world-class opera vocalists [Francesca Lombardi Mazzulli](#) of Italy as Galatea, [Thomas Macleay](#) of Canada as Acis, [Brian Downen](#) of the United States as Damon and [Jacques-Greg Belobo](#) of Cameroon as Polyphemus.

The orchestra was comprised of UTEP faculty and students, while the event’s visitors from the Land of the Thunder Dragon hail from the [Royal Academy of Performing Arts in Bhutan](#).

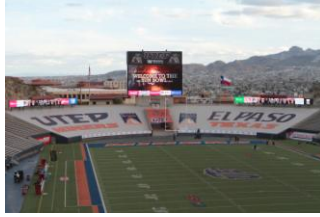
In October 2013, the University of Texas at El Paso made history when its students and faculty participated in the first Western opera ever performed in Bhutan, and the first opera in the world to incorporate Bhutanese music, dance and other cultural elements.

Both that production and the one in El Paso were presented as part of the university’s Centennial Celebration and highlighted the [very special, longtime bond](#) between El Paso’s university and the distant mountain kingdom of Bhutan, which includes architecture, cultural exchange, educational opportunities, and research.

NEW VIDEO BOARDS SPRUCE UP SUN BOWL STADIUM FOR UTEP'S CENTENNIAL

The University of Texas at El Paso debuted its brand new, state-of-the-art video boards installed at Sun Bowl Stadium in time for the university's Centennial Celebration.

Earlier this summer, the university partnered with Daktronics to provide light-emitting diode (LED) displays for Sun Bowl Stadium as well as the Don Haskins Center campus arena. Sun Bowl Stadium received four new LED displays, which were in full action for the first football game of the season featuring UTEP against Texas Tech.



The new end zone LED display measures 34 feet by 60 feet, nearly quadrupling the area for digital display compared to the previous board. Fans in the stadium now enjoy a main screen that can divide into separate windows to show multiple types of data, statistics, graphics and animation, scoring information and sponsor advertisements. The LED technology provides wide-angle visibility and excellent image clarity and contrast.

Two auxiliary displays installed in the corners of the end measure 6 feet by 90 feet, each featuring a high-definition pixel layout. At the opposite end zone, a 4-foot by 96-foot ribbon display provides supplemental game statistics, graphics and animation.

In addition to the new video displays, Sun Bowl Stadium received a custom Daktronics audio system integrated with the video and scoring system to provide full-range sound reproduction capable of delivering clear and intelligible speech.

The new, larger video boards are designed to need minimal maintenance and to consume less power. The end zone display in Sun Bowl Stadium is now the largest of any Conference USA football stadium.

Introducing IAVM's Venue Group Membership Program

Your biggest asset is your staff, and now you can train them for much less with IAVM's new Venue Group Membership program.

Venue Group Membership delivers an affordable discount pricing structure that enables venues to sign up to 20 employees who are involved in venue management. Applicants (members) must be a direct employee of the venue, a stakeholder (mayor, city manager, CVB professionals) or student interns. Venue Group Membership also follows the same voting guidelines as Professional Members.

All current venue types are eligible, and the cost is US \$3,000. One individual shall be designated the Primary Member/Representative for the Venue Group Membership.

Stipulation: Single venue, one address per membership. A single payment is required to establish Venue Group Membership—a check or credit card payment.

In addition to a discounted rate, IAVM's Venue Group Membership offers the convenience of one single renewal payment.

Transition: Memberships are transferrable when an employee departs. If the new venue does not participate in IAVM's Venue Group Membership program upon the employee's arrival, the departing member will be responsible for Professional Membership dues. The initiation fee will be waived. The departing member will have 60 days to set up his or her individual membership with IAVM at the Professional dues rate. If the new venue is participating in the Venue Group Membership program and has space under the maximum number allowed, the member will assume the new venue's renewal date.

(Continued, page 7...)

If the Primary Member/Representative departs the venue, responsibility for the IAVM Venue Group Membership will be assigned to the next-highest ranking member by IAVM unless otherwise notified.

It's time to groom the next round of industry leaders. Identify your superstars, and sign them up for IAVM Venue Group Membership now!

If you have questions or you're ready to sign up, please call IAVM Member Services at [972.906.7441](tel:972.906.7441) or membership@iavm.org.

SMG/Cox Business Center Seeking Sales Manager

Job Title: Sales Manager
Department: Sales
Reports To: Director of Convention Sales
FLSA Status: Exempt/Salaried/FT

Position Summary

Self-starter who can work independently as well as with other departments to sale the Cox Business Center – Tulsa in support of the basic Marketing Plan.

Essential Duties & Responsibilities

- Assists Sales team in accomplishing sales and marketing goals.
- Uses Sales and Marketing principles to promote the facility.
- Sends client pre-event information and follow-up information that affects booking.
- Quotes/negotiates rates and writes formal license agreements.
- Proofs/approves contracts.
- Handles pre-event correspondence and meetings until such time as account can be turned over to an Event Coordinator and Catering.
- Assists Director in developing Marketing Plan to include goals and advertising.
- Carries out specific marketing plan relating to events using support of advertising as requested by the Director.
- Creates goals for markets and a plan to achieve them including cold calling, tradeshow, and other travel, special events, etc.
- Other duties as assigned.

Qualifications & Skills

- Demonstrate exceptional skills in customer relations, communications, and problem solving.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Work independently, exercising good judgment and initiative.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons, and others while working.
- Ability to prioritize multiple projects.
- High aptitude for figures and advanced writing skills.
- Working knowledge of MS Office computer program.
- Ability to work flexible hours including daytime, evening, weekends, and holidays.
- Some travel as needed.

Minimum Education & Experience

- Bachelors degree from a four year college or university in Marketing, Journalism, Public Relations or related field preferred.
- Minimum of two years sales related experience.
- Facility/industry experience preferred.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

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

For more information and to apply go to: www.bokcenter.com

SMG / INTRUST Bank Arena Seeking Club Manager

Job Title: Club Manager
Department: Food and Beverage
Reports To: Regional Director of Food and Beverage
FLSA Status: Salaried Exempt

SUMMARY:

Coordinates, directs, monitors and supervises all Club and Loge and Bar operations.

POSITION RESPONSIBILITIES:

- Hiring and training quality employees
- Cost and quality control
- Works with executive chef to promote quality food
- Oversees all food and beverage requirements pertaining to the Club, Loge and Bars.
- Responsible for setting the service standard
- Organization of training program for new-hires
- Directly handles all guests related issues
- Monitors Club, Loge and bar activity
- Creates and implements training materials to develop staff
- Staffing and station assignments of all bar and restaurant personnel
- Assures compliance with all KABC laws and health codes
- Analyze and maintain inventory levels to produce an effective cost
- Approve all order requests before finalized
- Responsible for all cash procedures related to events
- Develop event schedules and assignments for subordinates
- Ensure Customer Service, develop standards of service.
- Establish and Maintain positive client relationships
- Works with all Managers of the Food and Beverage department to enhance the guest experience on all levels of the arena
- Assist with other food and beverage areas as needed
- Additional tasks assigned by the Director of Food and Beverage

WORK CONTACTS:

Daily contact with the Director of Food & Beverage, Event Services staff and other arena employees.

PHYSICAL EFFORT:

This position requires stooping and lifting. Substantial walking and manual dexterity to operate office equipment such as a computer is required.

WORKING CONDITIONS:

Incumbent works in an office setting with minimal adverse exposure to environmental hazards.

MINIMUM REQUIREMENTS:

- Knowledge of sales and marketing principles necessary to promote the Arena.
- At least two years of restaurant or pertinent experience.
- Advanced oral and written communication skills.
- Strong orientation to customer service and ability to work with other staff members in the facility.
- Results oriented individual with the ability to meet required goals.
- Excellent organizational, planning, communication and inter-personal skills.
- Ability to undertake and complete multiple tasks.
- Excellent computer skills.

For more information and to apply, go to:

<http://www.intrustbankarena.com/careers.asp?id=216&task=jobdisplay&jobid=133>

Email: careers@intrustbankarena.com

Thank You!

Thank you to our newsletter contributors this month!

Bridgette Baker – United Wireless Arena & Conference Center
Sherman Bass – Amarillo Civic Center Complex, IAVM Region 6 Director
Gina Brydson – Membership Director, IAVM
Stan Feaster – Howard College
Joe Gonzalez – Pueblo Convention Center/Memorial Hall
Kelly Hadsall – City of Oklahoma City Civic Center Music Hall
Sarah Haertl – BOK Center/Cox Business Center
Christine Pileckas – SMG/INTRUST Bank Arena
Mollie Prince – Schuler Shook
Kathy Tinker – SMG/BOK Center/Cox Business Center
Julian Valdez- University of Texas at El Paso (UTEP)

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