



# INTERNATIONAL ASSOCIATION OF VENUE MANAGERS REGION 5

## Directors Message

Dear Colleagues,

News flash of the day!

Thankfully, it isn't political. Nor is it bad news. Whew.

It's great news and I'm so happy to share it with you-once again Region 5 is hosting a stand-alone region conference! Our fine friends and colleagues in New Orleans have offered to host the conference and have put together a plan that will rival any of our past conferences for education, information, networking and fun. They are very excited to have us back in their beautiful city and are going to make sure we are going to love being there.

The conference runs from April 4-7. Although some people may need to head back to work on the 7th, those who stay will be offered, at no additional charge, the Trained Crowd Manager training that IAVM offers (a \$200 value). For members, the conference registration is only \$300. It's a deal, people!

Other educational offerings include security (such as Situational Awareness), branding, workforce management, and first aid/CPR training. In addition, there will be sessions dedicated to current challenges for Region 5 venues and creating/promoting in-house events. As well as the ever popular natural disaster session. We've had our share; now our members will share lessons learned.

Add to that our Region 5 Business Meeting where you will have the opportunity to meet your IAVM representatives, hear about ongoing initiatives, have the opportunity to speak up and about issues that will affect the direction of the organization, including the One Member One Vote initiative, and more.

Plus we have scheduled receptions at the WWII Museum and the Superdome. Sessions will be at the held at the Ernest N. Morial Convention Center. Yes, tours of venues will be an option.

Our conference hotel is the Hampton Inn & Suites, right across the street from the convention center. I'm told it is totally unlike any Hampton Inn we might have experienced in the past; I've seen the pictures. Oh yeah. I agree. Well, it is New Orleans. Snazzy, jazzy.

Speaking of New Orleans, come prepared to enjoy! There's the cuisine, the music, the atmosphere, the French Quarter. Plan to come early or stay later. After all, the program is finished on Friday. Where better to spend a weekend?

More information is coming to the R5 website by the end of the week but if you're sold already, c'mon!

Registration is online now for both conference and hotel at R5 website.

I'm looking forward to seeing you there!

Best wishes,

A handwritten signature in cursive script that reads "Nina A. Simmons".

## **Region 5 IAVM News**

### **DEADLINE ANNOUNCED FOR IAVM'S VENUE EXCELLENCE AWARDS AND THE EDUCATION & SERVICE AWARD**

IAVM Past Chairman, Bob Mayer, CFE, is honored to serve as the 2016-2017 Chair of the Awards Review Task Force and is pleased to announce the start the process of receiving applications for the [2017 IAVM Venue Excellence Awards](#) and the [2017 IAVM Education & Service Award](#).

The Venue Excellence Award recognizes up to five IAVM venues of any type within the membership that demonstrates excellence in management and operation of public assembly venues. The Education & Service Award recognizes member involvement through community outreach, education opportunities, mentorships, and internships that demonstrate excellence within the industry as well as giving back to the community.

Mayer said that there have been several changes that will strengthen, streamline, and improve the procedure. First, for both awards, IAVM Headquarters will now hold applications for three years, allowing non-winning applicants to simply update information, as needed in subsequent years. Second, winning applicants may reapply after three years. All scoring criteria has been reviewed and updated.

Several changes have also been implemented to improve the Education & Service Award. The award may now be bestowed on an individual (all member categories), venue, or company for the processes and programs in place for the community, company, county, etc.

Another change this year is that all applications will first be adjudicated by small peer review sub-committees made up of representatives of each Sector Committee and the finalists will be sent to the Awards Review Task Force for final review and recommendation to the Board of Directors for approval. So that the full review process can take place in time to have everything complete by VenueConnect, the firm deadline for submitting applications is April 24, 2017.

Mayer emphasized that the Association wants to have as many applications for these prestigious awards as possible. More information and applications may be viewed at 2017 IAVM Venue Excellence Awards and the 2017 IAVM Education & Service Award.

### It's A Boy!!

Ramsey Steven Rice. Born January 16, 2017 at 3:16pm in Nashville, Tn to Andrew and Lindsay Rice. Ramsey debuted at 9.24 ounces and 19.5" long. Andrew works for Daktronics in Sales and is IAVM Region 5 Allied Representative.



### 2017 Region 5 Conference

Venue professionals from across the Southeast will be heading to New Orleans for the 2017 Region 5 Conference! The meeting will be held April 4 - 7, 2017, and we are busy coordinating an exciting and diverse agenda to suit our different venue types as well as management roles. If you have a great idea for a presentation topic, panel, workshop or speaker, we want to hear from you! Simply e-mail your ideas to Alexis Berggren at [aberggren@mccno.com](mailto:aberggren@mccno.com). For more information about the upcoming Region 5 conference, [click here](#).

### Region 5 IAVM Job Postings

**Florence, South Carolina** - Open Position: Senior Sales Manager. SMG Florence Civic Center is seeking qualified candidates for the Senior Sales position. For job description, please visit [jobs.scworks.org](http://jobs.scworks.org) or email [fcchr@florenceciviccenter.com](mailto:fcchr@florenceciviccenter.com)

**Huntsville, Alabama** - Arena Operations Manager

The Von Braun Center is seeking a qualified individual to assume all operational aspects of managing the Propst Arena. The individual hired for this position will work under the leadership of the Senior Operations Manager in the arena.

Performs responsible management duties as related to a multi-venue arena, convention and entertainment center with the goal of providing a superior experience for clients and guests of the Von Braun Center. Directly responsible for reviewing assigned event documents and for planning the execution and assignments of direct report supervisors and labor workforce for all Arena events. Liaison with in-house and contract labor services to ensure staffing levels are maintained as required by the Director of Operations. Develop innovative systems for event set-ups, conversions and teardowns to maximize labor efficiency. Budget oversight and labor cost projections are an integral responsibility. Close interaction with event coordinators and customers is required to guarantee client satisfaction.

#### Education

- Degree from an accredited four-year college or university with a concentration in public administration, business, sports management or related field. Management experience in live event operations may be substituted at a rate of two years of experience for each year of college.
- Strong consideration for candidates who is a Certified Venue Professional and/or completion of one or all of the following IAVM management schools: Senior Executive Symposium, Venue Management School or Venue Management School-Graduate Institute at Oglebay.

[For a full job description or to apply follow this link.](#)

## **Alabama**



**Huntsville** - Mike Vojticek, Assistant Director of the Von Braun Center, received a Red Ribbon Award at the Huntsville-Madison County Hospitality Association's 20th Annual Pineapple Awards Dinner. The Red Ribbon Award is given to an individual who currently works in the hospitality industry, has increased the economic impact to benefit tourism and has enhanced the Huntsville/Madison County image. Two additional requirements, and debatably the most important, are that the recipient provides leadership and exhibits a willingness to help and they must be a role model. There is no denying these qualities in Mike Vojticek. His success thus far in his career at the Von Braun Center speaks for itself. Congratulations on your recognition, Mike!

**Huntsville** - Craig Maples, Group & Sponsorship Sales Manager for the Von Braun Center, was celebrated at the 2017 Honoring Our Mentors Gala for Big Brothers Big Sisters of North Alabama. Recipients are recognized as people in the community who give of their time and talent to make a difference in another person's life. Craig is a youth soccer coach and contributes his time to free clinics for children who can't afford it in addition to his other coaching obligations. Craig exhibits the qualities that our youth should strive towards. Continue to work with and inspire our youth, Craig! You make a great role model.



## Florida

**Submit Your Articles for Next Month!**

## Georgia



**Columbus** - City Manager Isaiah Hugley has selected Jon Dorman, to fill the position of the Director of the Civic Center. The City Manager will go before the Columbus Council for approval of his appointment on Tuesday, January 24th, the next scheduled business meeting of the City Council.

Jon's facility, cultural and sports management career spans 25 plus years of experience. Most recently, as General Manager of the Rabobank Arena, Theater and Convention Center at AEG Bakersfield in California from 2013 to 2016, where he directed and oversaw all aspects of the promotions, management and operation of the facilities. Previously Jon worked as Assistant Director of Norfolk, Virginia's Department of Cultural Facilities, Arts and Entertainment where he was instrumental in the promotion and management of the City's cultural, sports and entertainment facilities. Jon began his career in facility management at the City of Orlando's Venues Department and was eventually appointed as Deputy Director, where he assisted in planning, organizing and directing all functions of the five facilities within Orlando Venues.

"Jon has an impressive and proven record in managing cultural, sports and entertainment facilities," said Hugley. "He comes highly recommended by our selection team which included former Civic Center Director Ross Horner, Deputy City Managers Pam Hodge and Lisa Goodwin, Finance Director Angelica Alexander, and Human Resources Director Reather Hollowell. I believe Jon will be a good fit for the Columbus Civic Center."

Jon graduated from the University of Central Florida with a degree in Public Administration while working for the City of Orlando. He is a Certified Facility Executive (CFE) credentialed through the International Association of Venue Managers (IAVM).

"I'm excited for the opportunity to work with the staff at the Civic Center and the City of Columbus," said Jon Dorman. "In addition to being part of this great community, I look forward to contributing to the expansion of programming and other opportunities for both existing and new business in Columbus."

Jon was born and raised in Apopka, Florida. He has been married to Margaret "Peggy" Dorman for 26 years. Jon and Margaret will be relocating to the Greater Columbus area for his new position. They have one daughter, 24-year-old Nicole, who lives in Jacksonville.

## **Louisiana**

**New Orleans** - New Orleans business and tourism officials welcomed Slovak Ambassador Peter Kmec last week for an informational meeting and to discuss trade development and diplomatic relations between New Orleans and Slovakia.

Ambassador Kmec met with New Orleans Ernest N. Morial Convention Center President Bob Johnson, New Orleans Convention and Visitors Bureau Vice President Kristian Sonnier, Mayor Mitch Landrieu, and other local officials with the Louisiana Department of Economic Development, the Port of New Orleans, the New Orleans Business Alliance, GNO Inc, and the World Trade Center.

The Louisiana Consular Corps also hosted a dinner for local consuls including the Honorary Consul of Uruguay; Vice Consul of France; Honorary Consul of Iceland; Honorary Consul General, St. Vincent and the Grenadines; and the Honorary Consul of Italy. Ambassador Kmec was accompanied by Dr. Zoltan Gombos of Lafayette, a Slovak national who has been selected as the Slovak Republic's honorary consul to Louisiana.



**New Orleans** - Transdev, the public transit management company that manages operations for the Regional Transit Authority (RTA), demonstrated its self-driving shuttle, the EZ10, at the New Orleans Ernest N. Morial Convention Center today. Mayor Mitch Landrieu gave remarks, along with representatives from the RTA, Easy Mile and Transdev.



The EZ10 is a driverless and electric shuttle that can transport up to 12 people. The shuttle has no steering wheel and neither a dedicated front nor back. The EZ10 operates autonomously following a virtual line mapped and loaded in the software of the vehicle.

The vehicle is on a nation-wide tour to show community leaders and citizens across the United States what an automated transit ride would look and feel like. Members of the public were also invited to ride the vehicle, which was programmed

to travel down Convention Center Blvd. from Julia Street down to John Churchill Chase Street.

For more information about the EZ10's road trip, visit <http://www.avroadtrip.org/>

## **Mississippi**

**Submit Your Articles for Next Month!**

## **North Carolina**

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## **Puerto Rico**

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## **South Carolina**

**Florence** - Paul Beard former Director of Operations at the SMG-Managed Florence Civic Center, has been named Assistant General Manager and Director of Sales and Events. Paul has an extensive background with 20+ years in the entertainment industry including employment for FELD Entertainment and multiple arena and conference centers. "I've fallen in love with Florence, the community here and our staff. I'm thrilled to receive this promotion and look forward to recruiting business, promoters, events and attendance to Florence."

## **Tennessee**

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## Virginia

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## Allied Member News



**Section Row Seat** - Section Row Seat, LLC has begun operations from an Atlantic Coast Florida headquarters in February 2017.

The start-up provides consultancy services in facility operations, vendor and security management, human resources, leadership and training, revenue management, customer communication, and facility planning. Section Row Seat is the only guest services consultancy specializing in the management of sport and entertainment venues.

Company founder Jean Ann Bowman is a twenty-year industry veteran, having recently served as Senior Director of Guest Services for Daytona International Speedway, during the reopening of the \$400M Daytona Rising renovation project.

"We aim to create a culture of guest services for organizations. By finding operational efficiencies, improving training, and better managing vendors, we help venues improve the guest experiences," says Ms Bowman. "We know that venues can struggle to develop consistency and to unify the approach across departments. All the operations and services at venues must work together to keep guests safe and to enhance guests' enjoyment of the event."

Section Row Seat welcomes clients from all sizes of venues. Project scopes may include the procurement of vendors, operational facility reviews, management of staff training programs, and review customer communication.

The company website, [www.Section-Row-Seat.com](http://www.Section-Row-Seat.com), provides detailed information about services and a downloadable company profile.



About Section Row Seat, LLC

Section Row Seat is based in Port Orange, Florida. Jean Ann Bowman founded the company to continue her work in guest services following the restructuring of guest services departments at Michigan International Speedway and Daytona International Speedway.

## Newsletter Guidelines

Please submit information by the 15th of each month for inclusion in the following month's newsletter. If your submission is received after the 15th it will be published in the next newsletter.

Entries are published as received with little editing and cutting. Please send entries as you would like them in the newsletter. Please send in a word doc. format with pictures attached separately as a jpeg.

As you think about things to share, please keep in mind that we are looking for news items. Some newsworthy items of note include (but are not limited to):



- Expansions, renovations, new buildings
- New contracts
- Incidents or event surprises that occur at your building you think others should know about (heads up')
- How you handle/handled hot button topics
- Looking for suggestions on how others handle a concern
- RFP's
- Newly hired or promoted staff
- Certifications or awards for facilities and staff
- Notice of PAFMS grads, etc.
- Job Postings, searches for jobs
- Photos (not all can be used). Please identify all people in photo.

Because most of our members are employed in event buildings, event schedules and articles which list upcoming or past events will not be included in the newsletters. On the other hand, events which have led to some unexpected situations requiring fast thought and master handling could be considered newsworthy.

Submit to: [nhcmarketing@harborcenter.org](mailto:nhcmarketing@harborcenter.org)

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STAY CONNECTED:

