



INTERNATIONAL ASSOCIATION OF VENUE MANAGERS REGION 5

Directors Message

Dear Colleagues,

And we're off!

With a new year that is. The new year rolled around, leading many people to make resolutions, break resolutions, and generally continue much as we had before. For those who continue to uphold their resolutions, I admire you!

Last week I attended a retirement party for a venue colleague it seems like I have known forever. Joyce Ford has now retired from Blumenthal Performing Arts Center. It was a grand party, which provided the opportunity to reunite with old friends and to meet people I hope will become friends.

Like many people of our generation in this business, Joyce had been with the PAC for a long time-I can't tell you how long, but she was working there as an usher when I went there in 1994. Exhibiting a great work ethic and a dynamic personality, she worked her way up the ladder, rung by rung. She was the General Manager when she retired.

Joyce's climb to success serves as a prime example for people who are trying hard to break into our business, or on their way up-never think any role is too trivial, or beneath you. You don't know where it will lead. Take that toehold! Favorable impressions lead to connections which lead to better opportunities.

The new year seems like a perfect time to pursue new connections and new opportunities. I know just the place to do so. Please plan to join us for the Region 5 Conference in New Orleans in April. More info to come....

Best wishes,



Region 5 IAVM News

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. For more information about the upcoming Region 5 conference, [click here](#).

Region 5 IAVM Job Postings

Coliseo of Puerto Rico - Open Position: Director of Operations resume@smgpr.com for job description, please visit www.smgworld.com/jobs/

Alabama

Birmingham - The Birmingham-Jefferson Convention Complex now has eight Tesla charging stations for electronic car owners to power up while visiting the complex.

The charging stations are located in a parking lot behind the BJCC's Uptown Entertainment District, which makes it ideal for visitors to eat at one of Uptown's seven restaurants while they charge up.

The stations are free for Tesla owners to use 24 hours a day. BJCC Executive Director Tad Snider said BJCC is the ideal spot for a charging site because its downtown Birmingham location is at the intersection of four major interstates.

The charging stations were installed as the result of an agreement between Tesla Motors and the BJCC with support from Alabama Power Company.



Florida

Submit Your Articles for Next Month!

Georgia

Newnan - Clare Barnett was hired as the Sales and Event Services Manager. In her new role, Clare is responsible for soliciting new clients, retaining existing clients and working with booked clients on their event details.

Stewart Johnston was hired as Set-up Attendant and is responsible for setting and breaking down rooms for events as well as assisting the operations manager with facility maintenance.

The Newnan Centre is a conference center in Newnan, Georgia. Executive Director Carol Moore said "It is a real joy to welcome Clare and Stewart into the Newnan Centre family. We look forward to the many talents each individual will bring to our team."



Louisiana



Alexandria - Located in the heart of Louisiana in Alexandria, the Rapides Parish Coliseum recently experienced a \$23-million renovation expanding the seating capacity to host as many as 10,000 people. The renovation also added state-of-the-art meeting rooms, 10 luxury suites, a fully stocked catering kitchen, a merchandise store to sell Coliseum branded merchandise, and 4 additional locker/green rooms. The Rapides Parish Coliseum is located 4 miles from the Alexandria

International Airport, and minutes away from Interstate 49, creating easy travel from Interstate 10 to Interstate 20. The Rapides Parish Coliseum strives to be a leader in both the entertainment and convention industry and in our community. Our mission is to contribute to the quality of life in Central Louisiana and create a lasting impact by creating memories through world class arts and entertainment. We are opening March 2017. Come join us for quality entertainment and help us create tomorrow's legacy for the Rapides Parish Coliseum.



New Orleans - Santa's elves brought plenty of smiles to small faces as they delivered a hefty sack of toys to Ochsner Hospital for Children. New Orleans Ernest N. Morial Convention Center employees contributed \$1,486.00 via payroll donations to raise funds to buy toys for the young patients who are spending their Christmas in a hospital setting as they battle various illnesses. Employees used their personal PTO hours to shop for toys at various local stores on Wednesday, December 21, then delivered the toys the following day, Thursday, December 22.

The Convention Center's staff chose the Ochsner Hospital for Children because of the hospital's commitment to improving the quality of life for New Orleans children and their families.



New Orleans - Centerplate, the New Orleans Ernest N. Morial Convention Center's exclusive Food and Beverage provider, announced promotions within their executive team.



Jack Lyon was named as General Manager. An accomplished and results driven manager with 18+ years of professional experience, along with 10+ years of high volume hospitality and convention center expertise, Lyon's qualifications as a career hospitality professional offers the New Orleans Ernest N. Morial Convention Center unparalleled vision, enthusiasm and leadership. Lyon previously served as Assistant General Manager at the Convention Center. In his new role as General Manager, Lyon will further collaborate with the Convention Center's leadership team and industry partners to offer guests a richly memorable experience reflective of New Orleans signature hospitality.

Dan Pariseau was named as Assistant General Manager. A career professional with depth in all aspects of sales, banquet and concession operations, Pariseau is a creative, strong leader with commensurate organizational skills required by complex catering and retail food service environments. His strong work ethic and commitment to the total guest experience have served him, our clients and guests well in the noteworthy venues for which he has worked. Pariseau previously served as Director of Catering Sales at the Convention Center. In his new role as Assistant General Manager, Pariseau will assist in the direction of comprehensive facility operations in sales, banquets, bars, and retail foods.



Jillian Benoit was named as Director of Catering Sales. With more than 15 years of management experience and demonstrated ability to assume progressive responsibility in all facets of the hospitality industry, Benoit joined Centerplate's team in 2011 to bring her innumerable catering sales skills and talents to the New Orleans Ernest N. Morial Convention Center. Previously, she served as Assistant Director of Catering at the Convention Center. In her new role as Director of Catering Sales, Benoit will ensure that



she and her team contribute to the Convention Center's new business development efforts and retention of its valued clientele.

Brandon Felder was named as Executive Chef. A New Orleans born chef who received his Bachelor of Culinary Arts from the Culinary Institute of Virginia College in Birmingham, Alabama, Felder is a highly regarded, award winning chef recognized for his superlative culinary and management talents. Numerous awards attest to Chef Felder's expertise. Among them:



- Best Chefs of Louisiana - 2016, 2015
- NOWFE Gold Medal in Poultry and Meat
- 2016 Gambit's Emerging Chefs Challenge, 1st Place Finish
- Cultural Intern Scholarship at Commander's Palace

Prior to his arrival as Executive Sous Chef for Centerplate at the New Orleans Ernest N. Morial Convention Center, Chef Felder held senior culinary positions at New Orleans' Le Foret, Stella! and Commander's Palace Restaurants. Local hotel experience includes his role as Chef de Partie at the 4-Star Intercontinental Hotel. As Executive Chef at the Convention Center, Chef Felder will direct the activities of all culinary personnel; providing leadership and development to the Center's culinary team while ensuring the superior quality of all food and beverages.

New Orleans - A WWE Superstar-studded press conference was held on Tuesday, Jan. 10, at which WWE officials, the SMG staff of the Mercedes-Benz Superdome, and local dignitaries formally announced that WrestleMania 34 will be held at the Superdome on Sunday, April 8, 2018. It will be WrestleMania's first time at the Mercedes-Benz Superdome since 2014, when 75,167 WWE fans from all 50 states and 36 countries attended WrestleMania 30.



Mississippi

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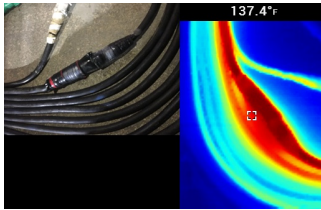
North Carolina

Greensboro - On November 12, the newly renovated and expanded Greensboro Coliseum Complex Fieldhouse debuted with the inaugural game of the Greensboro Swarm, the new NBA Development League affiliate of the Charlotte Hornets. Formerly The Pavilion, the venue was dramatically transformed into a state-of-the-art basketball venue following a \$5.7M renovation funded by hotel/motel tax revenues. In addition to serving as the home of the Swarm, the 40,000-square-foot Fieldhouse also hosts Greensboro Roller Derby matches and a wide of

variety of other sporting events including wrestling, boxing and volleyball as well as tradeshow and meetings.

Greensboro - On Dec. 5, the Greensboro Coliseum Complex and Wake Forest University announced legendary rock group Guns N' Roses will play BB&T Field at Wake Forest University on Friday, August 11. The concert will be the first held at Wake's football field since 1990 and the first booking in that venue since the Coliseum Complex and WFU announced an agreement three years ago that the Greensboro Coliseum had been contracted to book and manage non-sporting events at WFU venues. With the exception of Miami, FL, Winston-Salem is the band's only tour stop in the Southeast.

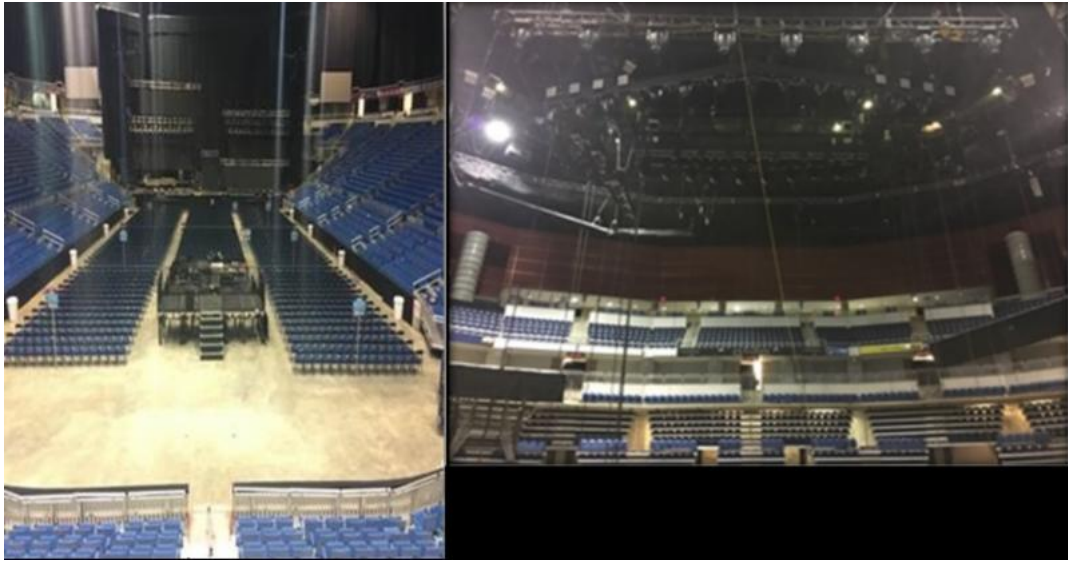
Puerto Rico



Coliseo of Puerto Rico - Coliseo of Puerto Rico takes safety very seriously. With our recently acquired Thermal Imaging Camera (infrared) we inspected production power-cabling runs. During our first-of-four consecutive sold-out concerts (Los Cangris) we identified and corrected overheating in a cam lock connector. Immediate security measures were taken without impact to the Production in progress. The next three shows ran without additional safety issues.



Coliseo of Puerto Rico - As you all know, curtain changes required moving the full truss to the different configurations to the already set motors on the grid. After examining the moving process and taking into consideration the amount of time and labor required to do the truss movement, an empty truss with border skirts was purchased, which includes a pamper basket for collecting the curtains. Now the long hours involved in the process of moving the truss and the big amount of labor was cut to minutes using only a four-person crew. Now we just bring the truss down while the drapes fall into the hamper, roll the hamper to the empty truss and tie it. On average the whole process takes less than 45 minutes.



Coliseo of Puerto Rico - As part of our community service, group of employees participated in the Annual San Jorge Children's Hospital Christmas Parade. They were accompanied by Frosty & Frostyna, characters from Funtarctica, Coliseo's annual public skating event. Employees also had the opportunity to visit one of the Cancer units, helping to cheer up the kids and their parents.

Coliseo of Puerto Rico - The security of our employees and guests has always been a top priority. After the events in Paris and in different parts of the US, involving random shootings and killings of innocent people that were gathered to have fun and to be entertained, it was decided that it was time to shop for the best, reliable walk thru machines in the market. The process lasted few months but finally, during the first week of December the machines arrived to Coliseo. Personnel from Security Detection, Inc. visited the facility to install the equipment and trained our security staff in how to operate the machines and maximize their potential. The Garrett Walk thru Metal Detectors Model PD6500i, were first used during a sold out Reggaton concert, Los Cangris. It was a challenge, since it was a sold out show, but our staff and our guests both understood the importance of having the machines. The detectors have been in continuous used during all events, we all want a safe environment at the Coliseo de Puerto Rico.



Coliseo of Puerto Rico- December is the "Season of Giving" so for a selection of our clients, suppliers and contractors, our busy F&B department made homemade cookies, featuring a special Coliseo recipe. A total of 1,800 homemade cookies were baked.

South Carolina

Florence - Nick Hooker former Senior Marketing Manager, has been named Director of Marketing at SMG Florence Civic Center. Nick is coming up on his 10-year benchmark with SMG and helped launch the original marketing division at the venue.



Florence - The SMG-managed Florence Civic Center ends 2016 with two major awards. The Civic Center has again been awarded the prestigious Prime Site Award by Facilities Media Group of New York and also ConventionSouth Magazine's 2016 Annual Readers' Choice Award.

The Facilities Prime Site Award is given to the top entertainment, sports and special event venues including Arenas, Civic Centers, Coliseums, Auditoriums, Stadiums, Theaters, PACs, Amphitheaters, University Venues, Fairgrounds and Special Event Venues. The honor is voted on by booking agents, promoters, talent buyers and key industry members.

The venue has achieved additional acclaimed industry credit by receiving the 2016 ConventionSouth Readers' Choice Award.

ConventionSouth, a national meeting planner's resource publication and website, recently released their list of preferred venues and awarded Florence Civic Center as a top stop. "ConventionSouth readers and fans have voted to decide the best meeting sites in the South, and it is no surprise to us that Florence Civic Center has been selected to receive our annual Readers' Choice Award," said Publisher J. Talty O'Connor. "The value in receiving this prestigious recognition is that it comes from the United States' top meeting professionals who hold events in the South. These planners demand the highest level of customer service and quality facilities, and they have contributed in determining that Florence Civic Center indeed displays the commitment to professionalism, creativity and service that they require."



"We have all worked hard this year and it's a great feeling to see that hard work paying off. We would like to thank the meeting planners, promoters and our fans for voting for us," says Kendall Wall, General Manager of the Florence Civic Center. "That doesn't mean that the Civic Center will slow down in 2017, with the upcoming expansion scheduled to break ground in early January, things will only get busier and we will continue to look for new ways to attract people to Florence," continues Wall.

The SMG-managed Florence Civic Center is the hub for entertainment, exhibitions and civic events for the Pee Dee area. With over 50,000 square feet of multi-purpose space, the Florence Civic Center can accommodate events of all shapes, types and sizes. The Center

has the advantage of a prime location on a spacious, manicured complex at the intersection of I-95 and I-20, just a few miles from the regional airport. The facility is close to dozens of national chain hotels, several of which are immediately adjacent and within walking distance. It is located just across the street from Florence's premier shopping plaza and close to a variety of award-winning restaurants. Visit florenceciviccenter.com for more information on the award-winning venue.

Tennessee

Nashville - Venue Operations Summit coming to Nashville, TN April 30 - May 2, 2017 (www.venueoperationssummit.com)

Registration for the 2017 Venue Operations Summit is now open. The premier industry conference for public assembly facility operations and engineering professionals will convene with topics including venue sound systems, maintaining concrete and structural elements, preventive maintenance software, deploying appropriate security technology, ice plant/ice floor operations and much more. Regardless of venue type attendees can be assured of a program that will provide actionable information to assist them in their facility responsibilities along with very valuable networking opportunities. Keynote speakers include, industry veterans Sporty Jeralds who will talk about dealing with change in your job, as well as former Madison Square Garden executive Alex Diaz.

Virginia

Norfolk - SevenVenues is working to upgrade the picnic area at Harbor Park, the 12,000-plus capacity stadium, and home to MiLB's Norfolk Tides. Renovations to the left field picnic area of Harbor Park are scheduled to begin in the fall of 2017. According to Director John Rhamstine, "renovations will add seating capacity, additional utilities for concession and catering sales, front row monster seating-including a drink rail-and, most importantly, a canopy" that will provide comfort to patrons and shade from summer's rays.

The budget for this project is approximately \$1.3 million, and it is expected to be completed by the start of the 2018 Tides season.

Expansions to the Harbor Park box office are also in the works.

On January 20th, the historic Wells Theatre will hold its Grand Reopening and ribbon cutting. The Beaux Arts building went up in 1912, and after many a reinvention and repurposing, was listed on the National Register of Historic Places in 1980.

The recent restoration project that began early in 2016 was a full-on facelift for this century-old charmer. From the unearthing of the building's original tile flooring to awning repairs and demolition days, crew members were tasked with giving new life to the historic hotspot while maintaining the integrity of the building and its storied past.

Richmond - Spectra Venue Management, manager and operator of the Greater Richmond Convention Center (GRCC), announced the hiring of three new full-time employees to kick off the New Year:

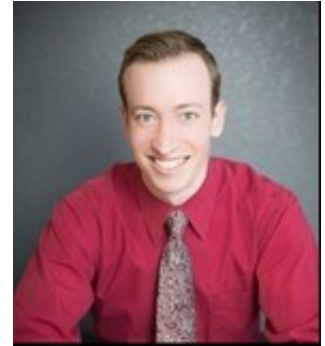
- Dominique Clark, who has been part of the GRCC team in a part-time role for four years, was named Assistant Box Office/Parking Manager.
- Bobby O'Brien, formerly of the MassMutual Center in Springfield, Mass., was named Event

Manager. At the Spectra-managed MassMutual Center, O'Brien served two years in the events department with particular experience in managing professional sports and trade shows.

- Ken Roberson, most recently with Parmenter Realty Partners overseeing maintenance for the 30-story Sun Trust Center in downtown Richmond, was named Maintenance Manager. Roberson will oversee day-to-day operations of maintenance personnel at the GRCC as well as leading preventive maintenance efforts.

"These new staff members will play important roles in helping our team to continue to provide the highest level of customer service to our clients and guests," said Michael Meyers, Spectra's General Manager of the GRCC. "We're very excited to welcome them to our team."

Virginia Beach - Max Long has joined the Virginia Beach Convention Center team as a full time Event Coordinator! Max comes from performing arts centers in Dallas and Denver and this year was selected as one of International Association of Venue Management's "30 under 30".



Allied Member News

Mark Sonder Productions - Washington DC, January 4, 2017: Mark Sonder, MM, CSEP and the Chief Entertainment Officer at Mark Sonder Productions Entertainment Agency is proud to announce that after winning the 2017 Innovation & Excellence Award for Best in Event Entertainment last month, his firm has been nominated for the 2016 Best Places to Work in Events by Event Marketer and Quantum Workplace as well as winning the 2017 Best Event Entertainment Agency - Virginia by TMT News.

"2017 marks our 32nd year in business and I could not be more proud of our staff, musicians, bands, DJs and headline entertainment, along with all of our clients, without whom we would not be here today, for recognizing our commitment to customer service with our fine music and entertainment at the same time as having fun. This company, and all it has stood for, has now been crowned The Gold Standard," exclaimed Sonder in his headquarters in the Washington DC Metropolitan Area.

The company has had exceptional people working both full or part time over the years and have seen two of their best pass on (both in 2016), however they continue to regroup, reinvent and change ahead of or with the times.

Commencing operations in 1985 this multi-office worldwide award winning firm has worked from Los Angeles to Lithuania, from Philadelphia to The Philippines, and from Brazil to Bermuda, serving corporations, associations, casinos, clubs, concerts and events with musicians, bands, DJs and headline entertainment.

Venue Solutions Group - Venue Operations Summit coming to Nashville, TN April 30 - May 2, 2017 (www.venueoperationssummit.com)

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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

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STAY CONNECTED:

