



INTERNATIONAL ASSOCIATION OF VENUE MANAGERS REGION 5



A letter from the Director

From darkness we will emerge, as will I.

The days since May 31 have been a painful blur. The City of Virginia Beach, my employer of 47 years, unwillingly joined the club of cities that were host to mass shootings. Most people outside of our region know Virginia Beach as a small resort beach but we're actually the largest City in Virginia with nearly a half million residents. We have 29 miles of coast between the Atlantic Ocean and the Chesapeake Bay and about 4,000 City employees. The Virginia Beach Convention Center is 10 miles from the campus of 30 or so buildings we call City Hall where the shooting took place. I was only acquainted with one employee who lost his life, an engineer who was active in his professional association that hosts its convention here on a rotational basis. Another of the engineers senselessly gunned down was slated to receive an award by her association later this month in Portland. Other employees who worked in Building 2 where the shootings took place are active in my civic league. Last week many of us waited in disbelief, hoping we didn't know someone shot and injured or killed. When you've worked for an employer as long as I have, you get to know lots of

people. No doubt there has been an outpouring of calls from friends in the Public Works and Utilities communities to those who survived. And this brings me to you, my friends in IAVM. Hearing from many of you during this dark period has meant more than you know. The emails, the phone calls, the simple acts of kindness that say, I'm thinking about you and feeling some of your pain. Those simple acts of kindness, just to show you cared, gave me strength as we invited City employees to our building to grieve and mourn together. I write this message exactly one week from the time evil was happening.

I pause writing to observe a moment of silence. **4:06 p.m.** One week ago an active shooter destroyed lives, families and business units of my City government.

The outpouring of generosity has been amazing and it will help us emerge. Millions of dollars have been raised for surviving families. Hotel owners have provided comp rooms for out of town families. Churches have opened their doors for memorial services. Counselors have volunteered their time to help those grieving. And our hospital network is covering the bills of those four who remain hospitalized with horrific gunshot wounds. Our local United Way was scheduled to host a luncheon in our building the Tuesday following the shooting. They weren't feeling much like celebrating and donated the event to the 400 survivors who worked in Building 2 that still resembles a war zone as 75 FBI agents continue to recreate the crime scene. Our Center's contractors have been equally generous. Steve Pangburn, Centerplate's interim CEO provided continental breakfast for the 2,400 employees who showed up for a meeting on the Monday following the shooting. The next day Centerplate upgraded the United Way's lunch for City staff. The Whitlock Group, our AV provider, provided everything the City needed for the meetings. I will forever remember their generosity.

We'll have a large memorial service next week to close this ugly chapter in our history. Your messages continue to arrive, and they are much appreciated. I apologize for sharing the grief that I feel and thank you for your kind words. I've heard that writing about situations like this helps. I'm looking forward to seeing everyone in Chicago later this summer. It'll be a brighter day.

There are no words.

W. Courtney Dyer, CVE

June 9, 2019

Region 5 IAVM Job Postings

Music City Center (Nashville, TN) - Sales Manager: The Music City Center is seeking an experienced Hospitality Sales Manager that will operate under the direction of the Vice President of Sales and Marketing. This position is responsible for the selling of meeting space, food and beverage and other related ancillary revenues for events of more than 901 sleeping rooms on peak night, to the national, regional, and location convention, tradeshow, and meetings market. Travel is required along with the insight and the understanding of meeting and convention/hospitality industry. Meeting quotas/deadlines as well as weekly, monthly, and quarterly production/reporting accountability are major components of this position.

Bachelor's degree in related field with 3-5 years Hospitality related sales experience or education/experience equivalent is required.

This is a position of the Convention Center Authority; not a Metropolitan Government position. Excellent benefits included. Valid Tennessee Driver's License required. Some nights and weekends may be required.

To view the full job description and to apply, please visit <https://www.nashvillemusiccitycenter.com/about/job-opportunities>.

Von Braun Center (Huntsville, AL) - Restaurant General Manager: The Von Braun Center, an entity of the City of Huntsville is seeking a creative, innovative, high energy manager to operate our new iconic restaurant location. This restaurant will feature a full service dining room with patio, restaurant lounge and roof top bar. The restaurant and patio will accommodate 200 guests and the roof top bar 150. This is a cutting edge opportunity for an experienced manager to make their mark in Huntsville. The candidate selected will have a secure position with a fantastic benefits package in a facility that is driven by the city's explosive growth.

Please note the deadline to apply is June 21. For the full job description and to apply, please visit www.vonbrauncenter.com/contact-us/employment.

Greater Richmond Convention Center (Richmond, VA)

Director of Operations: The Director of Operations directs, manages, supervises and coordinates the day-to-day activities and operations of the facility's housekeeping/set-up program and the maintenance program, including set-up/changeovers/tear down, custodial/housekeeping, grounds keeping and operation and maintenance of the mechanical, electrical, plumbing and HVAC systems.

Staff Accountant: The Staff Accountant performs a variety of accounting duties involving research, analysis, record keeping, payroll processing and accounts payable.

For full job descriptions and application information, please visit www.richmondcenter.com/join-team.

Infinite Energy Center (Metro Atlanta, GA)

Partnership Sales Manager: Infinite Energy Center is seeking a full-time experienced sales individual to be responsible for prospecting, negotiating, executing and overall management of corporate partnership sales. The Partnership Sales Manager is expected to drive revenue by retaining and growing partnership opportunities. Prospect candidate should have a minimum of three to five years of industry experience in a similar sales capacity.

To view the full job description and to apply, please visit www.infiniteenergycenter.com/employment-opportunities.

Premium Seating Coordinator: Infinite Energy Center is seeking a full-time Premium Seating Coordinator who is customer service focused, enthusiastic, self-starter, and thrives in a fast-paced environment. This individual will be directly responsible for maintaining a superior level of customer service and effective relationships with all premium clients and meeting revenue goals associated with existing premium clients by focusing on renewals and retention. Prospect candidate should have a minimum of 1-2 years of industry experience in VIP/hospitality services, marketing, or ticketing sales.

To view the full job description and to apply, please visit www.infiniteenergycenter.com/employment-opportunities.

Please submit any job postings to iavmr5@gmail.com

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Florida

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Georgia

ATLANTA - CVS Kiosks Enhance GWCCA Customer Experience

Imagine this scenario: You are at the Georgia World Congress Center (GWCC) for a meeting, the keynote is about to start in five minutes and you realize you forgot to take your over-the-counter allergy medicine. Lucky for you, the GWCC has recently installed two new CVS store kiosks in prominent, high-traffic areas.

The automated pharmacies-in-a-box include an array of items from nasal spray and cough drops all the way to beef jerky and trail mix. The machines are very user-friendly and have been wildly successful in the first 60 days of service with more than 2,000 unique transactions.

These kiosks complement the Georgia World Congress Center Authority's (GWCCA) portfolio of emerging technologies dedicated to the guest experience. In November, a hands-only CPR kiosk that trains users on how to properly administer life-saving skills debuted at the GWCC.

Earlier this year, two Mamava pods were installed inside the convention center that joined a nationwide network of private lactation rooms that give nursing mothers much-needed privacy. As the GWCCA continues to look for innovative ways to improve the customer experience, locations are being identified for the future installation of interactive Best Buy kiosks that will allow guests to purchase items such as headphones and extra phone chargers.



ATLANTA - Savannah Convention Center Name Change is Official

Back in the fall, the Savannah International Trade & Convention Center (SITCC), which is managed by the Georgia World Congress Center Authority (GWCCA), unveiled a sleek new logo and much-simplified name, going with the new moniker Savannah Convention Center (SCC).

Governor Brian Kemp made the name change official on April 28, signing House Bill 525 in a ceremony at the riverfront facility in Savannah.

In addition to officially changing the convention center's name, the legislation also dissolves the center's local governing body and creates a state-based new one, known as the Savannah-Georgia Convention Center Authority.

The new authority will allow bonding capacity, which is crucial to expansion plans on Savannah's Hutchinson Island, site of the convention center across the Savannah River from the city's historic downtown. According to the SCC's 2018 annual report, the expansion plans include a 100,000-square-foot exhibit hall, 42,000-square-foot ballroom, 15 new meeting rooms and 900 parking spaces.

ATLANTA - GWCCA's Super Cops Recognized for Super Bowl Public Safety

The Atlanta Police Department recently recognized various local, federal and state law enforcement agencies, including the Georgia World Congress Center Authority's (GWCCA) Police Department, for making Super Bowl LIII a public safety success.

During the height of Super Bowl activity on the GWCCA's downtown Atlanta campus, from Jan. 26 to game day (Feb. 3), 112 members of the Authority's public safety department worked an aggregate 6,527 hours ensuring the safety of our visitors, team members, customers and guests.



Atlanta Police Chief Erika Shields (left) and GWCCA Police Major Orlando Alexander

Louisiana

NEW ORLEANS - The New Orleans Ernest N. Morial Convention Center Receives Fourth Consecutive LWCC "Safest 70" Award

For the fourth consecutive year, the New Orleans Ernest N. Morial Convention Center has received a "Safest 70" award from the Louisiana Workers Compensation Corporation (LWCC), the largest workers' compensation carrier in the state. The award acknowledges excellence, outstanding performance, and commitment to workplace safety, and is given to the top 70 of over 16,000 entities insured by LWCC.

The New Orleans Ernest N. Morial Convention Center was recognized based on the effectiveness of their safety efforts in preventing injuries and maintaining a consistent workplace safety history in 2018. In addition to this year's Safest 70 award, The Convention Center also received the title in 2015, 2016, and 2017.

"I am proud that we were once again chosen for this prestigious award from the LWCC," said Michael J. Sawaya, President and General Manager of the New Orleans Ernest N. Morial Convention Center. "To be honored with this award time and time again proves that it is not just the policy that makes the New Orleans Ernest N. Morial Convention Center a safe place to work, but the culture that this workplace inspires. We consider our employees internal customers and value their input while collaborating on ways to continuously improve our facility. Philosophically, this in turn results in a safer environment for our patrons/external customers as well."



Left to right: Brett Slocum, Assistant Director of Public Safety; Tim Tumminello, Director of Human Resources; Susan Paisant, Client Relations Representative, LWCC; Tanya Smith, Human Resources Coordinator; Darren J. Kimball, Lead Safety Services Consultant, LWCC; Mark Kaufman, Director of Public Safety; Erica Hamm, Facilities Safety Manager; Tommy Norman, AJG Senior Risk Control Consultant

NEW ORLEANS - New Orleans Ernest N. Morial Convention Center Director of Event Services Accepts "Tourism Matters" Award

Leslie Lotten, the New Orleans Ernest N. Morial Convention Center's Assistant Director of Event Services, received the 'Tourism Matters' Award from New Orleans and Company at a National Travel and Tourism Week Rally on Tuesday morning.

The award is granted to select tourism industry professionals that have distinguished themselves through hard work, dedication, and years of service. Lotten's 32 years of dedication to the Convention Center have been benchmarked with thousands of events that have visited the city, as well as an exponential growth in the New Orleans tourism industry.

"She was chosen because of her 32-year career at the convention center, her rise throughout her career, and her above and beyond commitment to her clients," says Stephen Perry, President and CEO of New Orleans And Company. "People like her are the reason people come to New Orleans." A native New Orleanian, Lotten is one of three industry professionals who received the award from New Orleans and Company.

"Leslie is a hard-working tourism industry professional whose talents help us achieve our goal of being one of the best convention centers in the country," says New Orleans Ernest N. Morial Convention Center President Michael Sawaya. "Her leadership and experience have been invaluable assets to our team, and we are proud to see her honored with this award."



Leslie Lotten accepts Tourism Matters Award from Stephen Perry at the National Travel and Tourism Week Rally in Champion's Square.

Mississippi

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North Carolina

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South Carolina

FLORENCE - Florence Center's Bryan Davison Honored for Community Involvement



The Florence Center's very own Brian Davison, Director of Sales, was honored at the 2019 Chamber of Commerce 'Leadership Florence' graduation event. Brian Davison has volunteered countless man-hours dedicated to chamber events, ribbon cuttings, new business welcoming events, and related community efforts. Brian has played an integral role in connecting the SMG-managed venue with local businesses, community leaders, and influencers while increasing professional bookings and networking opportunities.

FLORENCE - Self-produced Food Truck Rodeo Pulls in Over 20,000 Attendees

The SMG-managed Florence Center hosted its first-ever self-produced food truck event in May with stellar results. The inaugural Carolina Food Truck Rodeo took place on May 10-11 in Florence, SC and drew over 22,000+ patrons to the venue. Not a bad start to a newly developed annual event coordinated and constructed internally by Florence Center staff. The 2-day festival was packed with food trucks, mobile restaurants, live music, a craft beer garden, and a children's play zone. "We weren't sure what to expect, but we wanted to see if the region would support the concept," stated Nick Hooker, Director of Marketing for SMG Florence. "We didn't know if 200 people, 2,000 or 20,000 would come out. Although I had high hopes, the attendance and positive feedback truly surpassed my expectations for a first-year event," continued Hooker. With such success, plans are now underway for a possible fall version, as well as the next annual spring festival.



Tennessee

KNOXVILLE - The 49th Geico Bassmaster Classic presented by Dick's Sporting Goods in Knoxville Sets Multiple Records

The three-day event, a first for Knoxville, set a new high mark for total attendance of 153,809, B.A.S.S. announced.

"Long lines of fans waiting to enter Thompson-Boling Arena were similar to crowds at game days when the University of Tennessee Volunteers play some of their biggest rivals there," said B.A.S.S. Director Chase Anderson, a native of Knoxville. "The Classic Outdoors Expo presented by DICK'S Sporting Goods was packed from the moment Gov. Bill Lee cut the ribbon to open the show, and it continued with capacity crowds through the weekend."

The Expo, which was held March 15-17 in the Knoxville Convention Center and the adjacent World's Fair Exhibition Hall, drew a record total attendance of 92,819 over the three days it was open, according to turnstile counts. And show-goers were in a buying mood. One retailer reported a 30 percent increase over its best Classic sales mark ever, and sales at the B.A.S.S. merchandise booth were double the average for the past two years.

"I was told the Expo was one of the biggest events to take place in the World's Fair Exhibition Hall since the World's Fair in Knoxville in 1982," Anderson said. "And everyone was blown away by the fact that 6,500 fans lined the Tennessee River at Volunteer Landing for takeoff at daybreak Saturday."



Pictured: Tennessee Governor Bill Lee, center, cuts the ribbon at The Classic Outdoors Expo. To the left of Lee is Knox County Mayor Glenn Jacobs and City of Knoxville Mayor Madeline Rogero is on his right.

NASHVILLE - The Music City Center turned six years old May 20, 2019! The venue's accomplishments can be attributed to their great team, and these accomplishments include:

- Over 1,775 events have taken place
- Over 360 non-profits have held events
- Over 3.475 million attendees
- Over 2.06 million hotel room nights
- Direct economic impact to Davidson County of \$2.15 billion or in excess of \$980,000 per day

Congratulations to the entire Music City Center team!



Virginia / Washington / Maryland

VIRGINIA BEACH, VA - This past week three team members from the Virginia Beach Convention Center completed their first year of Venue Management School and Saddlebrook Resort in Tampa, Florida. All three agreed it was a fun-filled week full of informative classes and lively networking from venue professionals across all sectors. Congratulations to all, and get ready for year 2!



Pictured left to right: Wilonda Spratley, Max Long, Samantha Bernheim

Allied Member News

ATHENS, GA - Does This Stuff Really Pay for Itself? My Story of Improving The Classic Center's Energy Efficiency

Written by Paul Cramer

I think it is safe to say every building is looking for a viable way to reduce costs and save utilities. But where do you even begin? There are a lot of people out there that will try and sell you their product or program. It can often be overwhelming. I turned to my friends Mark Zimmerman and Richard Sawyer of Zimmerman Consulting, LLC to help me understand where even to begin.

I know how important it is to update our facility to maximize our efficiency. But what I learned along the way is that the order of the equipment updated makes a big difference in savings. Zimmerman Consulting assisted with the RFP process, helped get the best rate on the loan, and assisted with explaining the process to our city manager/attorney and commission to address their concerns. They also held a pre-construction meeting with our main contractor and made sure all subs understood our constraints prior to installation.

My big takeaways from this whole process were:

- We had no disruption of our service to our clients.
- We are already seeing a huge savings in heat light and power.
- Our building has been recognized as a leader in environmental efficiency in a major trade magazine, and we were awarded by our commissioners for our significant water savings.

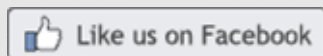
Zimmerman Consulting was intimately involved in setting the standards to ensure we would see a return on our investment guaranteed. By the end of our project we had \$100,000 per year in contractually-guaranteed utility savings. The savings will pay for a \$1,469,000 capital expenditure to improve energy efficiency.

To see the full list of what was done, you can contact Mark Zimmerman directly at mark@zimmermanconsultingllc.com.

Be on the lookout for a recap of the recent IAVM Super Regional Meeting and Venue Management School, coming soon!

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