



INTERNATIONAL ASSOCIATION OF VENUE MANAGERS REGION 5 NEWSLETTER

JUNE 2023

ANNOUNCEMENTS

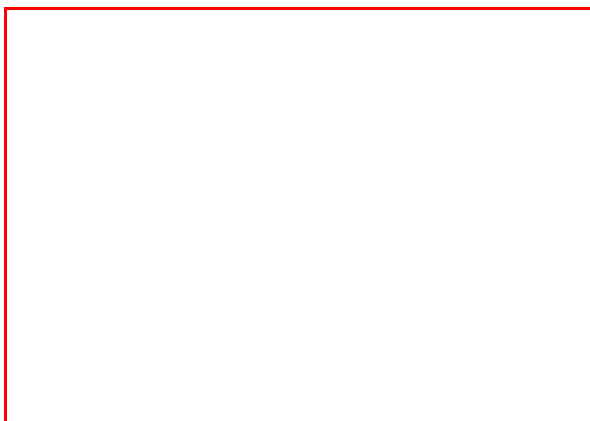
CONGRATULATIONS TO OUR CVP SCHOLARSHIP RECIPIENTS!

Congratulations are in order for two of our talented members of IAVM Region 5 on being awarded the IAVM Region 5 CVP Scholarship - **Sarah Britt**, Director of Sales for the Columbia Metropolitan Convention Center, and **Brittany Washington**, Front of House Manager for the Raleigh Convention Center - Performing Arts Complex! This scholarship, valued at \$125.00, will cover the cost of the application fee for the Certified Venue Professional certification program.

"IAVM Region 5 has been a leader in helping educate our members through scholarships. Sarah and Brittany are two talented individuals committed to furthering their education and Region 5 is thrilled to be able to help them achieve their goals," said Michael A. Meyers, CVE, IAVM Region 5 Scholarship Committee Chair

Sarah graduated from the University of South Carolina in 2011, and has been working at the Columbia Metropolitan Convention Center since July 2011, first as a Sales & Events Assistant, then Event Manager, Senior Event Manager, and for the last 7.5 years as Director of Sales. She is originally from the suburbs of Philadelphia, PA, and outside of work enjoys horseback riding, being involved with her church, and spending time with her husband Stephen and 3 daughters; Makenzie (5), Reagan (3) and Abigail (4 months).

Brittany is a North Carolina native with a Graduate level degree from East Carolina University and currently serves as the Front of House Manager for Martin Marietta Center for the Performing Arts in Raleigh, NC. Brittany just completed year 2 of Venue Management School, while also representing her Department, City & State as a Student Representative for the 2023 Class. In her free time, she enjoys spending time with her wife, family & friends.





Sarah Britt



Brittany Washington

CALL FOR VOLUNTEERS

Region 5 is looking for volunteers to serve on various committees. If you are interested, please email IAVMR5@gmail.com for more information.

INTERESTED IN HOSTING A CHAPTER MEETING?

Chapter meetings are a great way to network with industry peers in your local area as well as provide beneficial education opportunities. Chapter meetings can be as small as a luncheon or networking after-hours social to a full day of sessions.

Never planned a chapter meeting? No worries, your Region 5 Chapter Meeting Committee is here to help you through the process and provide resources to help you plan a successful meeting.

If you want to get started please reach out to your Region 5 Chapter Committee Chair, Bryan Miller, at bryan.miller@crva.com

CAREER OPPORTUNITIES

VICE PRESIDENT OF OPERATIONS

TENNESSEE PERFORMING ARTS CENTER
NASHVILLE, TN

APPLY NOW

SENIOR VICE PRESIDENT & CHIEF OPERATING OFFICER

MUSIC CITY CENTER
NASHVILLE, TN

APPLY NOW

DIRECTOR OF SALES

MIAMI BEACH CONVENTION CENTER
MIAMI BEACH, FL

APPLY NOW

DIRECTOR OF PRODUCTION

TENNESSEE PERFORMING ARTS CENTER
NASHVILLE, TN

APPLY NOW

BOX OFFICE MANAGER

BOJANGLES ENTERTAINMENT COMPLEX
CHARLOTTE, NC

[APPLY NOW](#)

ACCOUNT SALES MANAGER

CHARLOTTE CONVENTION CENTER
CHARLOTTE, NC

[APPLY NOW](#)

EVENT MANAGER

TENNESSEE PERFORMING ARTS CENTER
NASHVILLE, TN

[APPLY NOW](#)

EVENT TECHNICAL DIRECTOR

TENNESSEE PERFORMING ARTS CENTER
NASHVILLE, TN

[APPLY NOW](#)

NEWS & VENUE UPDATES



Florida

MIAMI BEACH CONVENTION CENTER TO HOSE JOINT VENUE SAFETY & SECURITY TRAINING

MIAMI BEACH You are invited to join the Miami Beach Convention Center for a Venue Safety & Security Training with IAVM Director of Safety & Security Mark Herrera on August 10, 2023, from 9am-1pm in the Sunset Vista Ballroom. Registration is free. Topics include:

- Situational Awareness (Mitigating Risk through Guest Services)
- De-Escalation Training for Frontline Teams
- Active Threat/Active Shooter Preparedness (Overview)
- Best Practices for Building Your Security Culture (Practical Exercise)

For more information, please see the attached flyer here: [MORE INFORMATION](#)

Those interested should register using the link here: [REGISTER](#)

DESTIN - The Destin-Fort Walton Beach Convention Center is pleased to welcome two new additions to the Sales team!

Aline Ibanes, Senior Sales Manager

Aline Ibanes is an experienced sales professional who has been working in the hospitality industry for 25 years. She has great customer service skills and absolutely loves assisting her clients in planning their events. Aline is passionate about building relationships with her clients and co-workers. She speaks fluent Spanish as well as Portuguese, her native language, which helps to break the language barrier.

Aline holds a Bachelor's Degree in Tourism and Hospitality from Pontifícia Universidade Católica do Rio Grande do Sul (PUC-RS), Brazil and an Associate of Biblical Studies Degree from Charis Bible College / Andrew Womack Ministries, Colorado.

In her free time, she enjoys the beach, long walks, watching movies, and spending time with her fur babies Lilly and Roxy.

Becky Tully, Sales Manager

Becky Tully is a vacationing native to the Florida Panhandle meaning this area has always been a home away from home. Becky has lived and worked all across the country in Tennessee, Utah, Texas, Ohio, Missouri, North Carolina, South Carolina, Georgia, California and now Florida. With a Bachelor's degree from Belmont University in Nashville and a plethora of professional experience in Events, Sales and Executive Administration, Becky is here to answer all your event questions and lock it down.

Becky's family has a long family history of military service in the Army. Social, Educational and Military events are her specialty. From Holiday parties to Industry Conventions and everything in-between, the Destin Fort Walton Beach Convention Center is the most elegantly designed venue on the Emerald Coast to host an array of events.

Becky's favorites are all of the Emerald Coast's weather seasons, cake decorating, gardening, classic rock music, exercising, dog walks, cat shenanigans, dinners out with her husband of 36 years, visits with family in Franklin, TN, vacationing with three married children and their families, spoiling the grandkids and naturally, planning parties.

Louisiana



THE NEW ORLEANS ERNEST N. MORIAL CONVENTION CENTER RECEIVES SEVENTH LWCC "SAFEST 70" AWARD

NEW ORLEANS- The New Orleans Ernest N. Morial Convention Center has received their seventh "Safest 70" award from the Louisiana Workers Compensation Corporation (LWCC), the largest workers' compensation carrier in the state. Established in 2008, the award acknowledges

excellence, outstanding performance, and commitment to workplace safety, and is given to the top 70 of approximately 20,000 policyholders insured by the 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 2022. In addition to this year's Safest 70 award, The Convention Center also received the honor in 2015, 2016, 2017, 2018, 2019, and 2021.

"Safety remains one of our absolute highest priorities in every facet of our operations here at the Convention Center. When event planners choose venues, they seek out teams and facilities that boast an unwavering commitment to safety and a proven track record of excellence," said Michael J. Sawaya, Convention Center President. "Receiving the Safest 70 award for the seventh year proves that it is not just the policy that makes our Convention Center a safe place to work, but the culture that our workplace inspires. I could not be prouder of the collective efforts of everyone involved in making this possible."

"I am so proud of our extraordinary team, whose unwavering dedication, hard work, and commitment have consistently ensured the safety of both our internal and external customers," said Adam J. Straight, Convention Center Vice President of Operations. "These remarkable achievements directly reflect their commitment and pride in their work, their workplace, and their community. Our team's tireless efforts have created safe, welcoming, and impeccably maintained facilities, fostering innovation and collaboration that significantly contribute to the thriving economies of New Orleans and Louisiana."

"LWCC is Louisiana Loyal, catalyzing a movement to celebrate and elevate Louisiana," said Kristin W. Wall, LWCC's President and CEO. "Our Safest 70 Awards provide an excellent opportunity to put a spotlight on policyholders who are actively committed to creating a safer workplace for all. In addition to benefitting their own employees and stakeholders, these companies' efforts serve to inspire other policyholders, businesses, and industries in Louisiana and beyond."

NEW ORLEANS ERNEST N. MORIAL CONVENTION CENTER EARNS EIGHTH NEW ORLEANS “TOP WORKPLACE” AWARD

NEW ORLEANS – The New Orleans Ernest N. Morial Convention Center (NOENMCC) has earned the highly coveted Regional Top Workplace 2023 Award by The Times-Picayune | The New Orleans Advocate. This year marks the eighth time the Convention Center has received this distinction.

Recognizing Greater New Orleans businesses that demonstrate dedication to a people-first culture, the Top Workplace Awards focus on the employee experience. Winners are determined by feedback captured on an employee engagement survey administered by third-party technology partner Energage, LLC. The anonymous survey measures several culture drivers that can be critical to an organization's success, including alignment, execution and connection.

“At the Convention Center, we consider employees our internal customers. We strive to cultivate an engaged internal community, teams that serve our customers and partners with the kind of hospitality and spirit you can only get in New Orleans,” said Michael J. Sawaya, Convention Center President. “Our employees' hard work enables us to be a leading-edge organization in the conventions and events industry. We appreciate our team members who consistently show up with relentless dedication to our customers, community and purpose.”

NOENMCC is committed to creating a culture and workplace that is fundamentally inclusive, an organization where everyone can find a sense of belonging and thrive professionally. Equitable hiring has been a longstanding priority at the NOENMCC, and its workforce mirrors New Orleans' demographics. This mission directly led to the recent creation of a Chief Diversity Officer position, the first convention center in the nation to carve out this leadership role.

The longevity of the Convention Center staff attests to its “Top Workplace” status: Convention Center staff boasts 405 employees with a combined 3,550 combined years of experience – an average of 8.7 years each.

Convention Center employees enjoy a competitive benefits package including medical, dental, vision, short term disability, critical illness, whole life, term life, and a retirement plan as well as employer paid (FREE) parking, paid time off, paid holidays, group term life and AD&D, long term disability and long-term care insurances.

Mississippi

SOUTHAVEN– Jon Frost has joined Landers Center in Southaven, MS, as marketing manager. Frost returns to the venue management industry after spending the past seven years in marketing and operations with Credit One Bank where he worked with the official credit card products for NASCAR, Vegas Golden Knights, and the Las Vegas Raiders.

Landers Center, located in Southaven, MS, recently received board approval to move forward on a \$60-million expansion project that will add a 100,000-square-foot convention center and a 6-story Embassy Suites hotel to the site. Located just south of Memphis, TN, the Landers Center expansion is expected to be one of the largest economic development drivers Desoto County has ever seen. By adding the convention center, Landers Center and the Convention & Visitors Bureau can now bring conventions and trade shows to DeSoto County that it previously didn't have to ability to host before because there just wasn't enough space. The Embassy Suites partnership will also bring the area its first 4-star hotel.

Tennessee

MEMPHIS– Renasant Convention Center and Cannon Center for the Performing Arts would like to highlight two new hires. Eimy Pacheco, a recent graduate with a degree in international



business, is the most recent addition to the convention center team. Though, Eimy's career in events started long before she graduated and got the job as an Event Manager. As a goal driven, detail oriented and fast thinking college student, she connected with a local events management company and hit the ground running. It was there she realized the ease with which she anticipated clients needs and exceeded their expectations for upscale events. Now, as a full-time event manager at our convention center and she says, "From the moment I stepped in the building, I felt at home."

Second, we have Jessica Willis. Jessica is the new Production Manager for Cannon Center of the Performing Arts. She first developed a knack for production through running the sound board at her church. After studying audio engineering and music business in college, she spent five years working on a production team at a local outdoor music venue. Jessica says she loves being an events manager because, "It allows her to play a part in creating once in a lifetime experiences for artists, their crew and the audience."

Renasant Convention Center and Cannon Center for the Performing Arts are so proud of our newest team members. We strive for excellence in everything we do and have acquired seven awards related to customer service and overall excellence over the last two years. These honors affirm our high standards and diligence create an environment where the most talented young professionals are attracted to work and meeting planners can wait to bring their groups.



Eimy Pacheco



Jessica Willis



MUSIC CITY CENTER CELEBRATES 10 YEARS

NASHVILLE This year, Music City Center celebrates its 10th anniversary. Nashville's convention center opened its doors to the public for a preview of the newly built facility on May 19, 2013, with an official ribbon cutting and grand opening held on May 20, 2013. The anniversary date marks 10 years of fulfilling its mission to serve the community by attracting local and national events.

In the last 10 years, Music City Center hosted 2,335 events, including 462 local nonprofit events, with an attendance record of 4.4 million people. That equates to \$3.3 billion in direct economic impact for the greater Nashville region.

"It's been a privilege to serve this community in this capacity for 10 years," said Music City Center

President and Chief Executive Officer Charles Starks, who has been with the city's convention center since 2005. "We're extremely grateful for the support of our customers, partners, and the people of Nashville."

The facility will celebrate its anniversary throughout the year with both internal and external fanfare. To commemorate the official anniversary date, a video was produced in-house featuring several team members who have been with the facility since its inception. To view the video, visit the Music City Center YouTube channel at <https://youtu.be/2QcQjKwVFQs>. Follow Music City Center on social media for updates on anniversary facts and events.



MUSIC CITY CENTER EXECUTIVE CHEF RECEIVES IFMA SILVER PLATE AWARD

NASHVILLE – Music City Center Executive Chef Max Knoepfel is the recipient of the 2023 International Foodservice Manufacturers Association Silver Plate Award. The coveted award recognizes extraordinary operator executives in various foodservice categories.

"I'm humbled and ecstatic by this honor. So many great hospitality leaders have won this award," Knoepfel said. "I look forward to many more years of being a good steward of the industry," he added.

Affectionately known as "Chef Max," Knoepfel has been with the facility since the doors opened in May 2013. His culinary expertise embodies innovation and sustainability with intentional use of seasonal produce and local flavor. Under his leadership, every meal at MCC, from casual to fine dining, is plated to perfection.

Knoepfel was recognized in the Travel & Leisure category. He is one of nine 2023 IFMA Silver Plate Award winners who were honored at a ceremony on May 20th in Chicago.



David Daly (CVP) has been promoted to the role of Director of Arts & Culture at Momentus Technologies (formerly Ungerboeck). Following 19 years as an arts professional and venue manager, David transitioned to the SaaS software field where he has worked as an account manager and sales executive. In his new role, David



leads Momentus' efforts to serve new customers in the arts, culture, and community market, where he is dedicated to helping arts & culture organizations manage their business more effectively with world-class software solutions. David currently serves as chair of the IAVM Mentoring Committee, and has been a member of IAVM since 2011.

SAVE THE DATE



VenueConnect 2023
Pittsburgh, PA

Interested in joining a Region 5 committee?
Reach out to IAVMR5@gmail.com

HELP US INCREASE OUR REGION 5 MEMBERSHIP BEFORE VENUE CONNECT 2023

MEMBER WHO REFERS THE MOST APPLICANTS
BEFORE VENUE CONNECT WILL WIN A
\$500 PRIZE!



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