



Directors Message

Dear Colleagues,

As we get closer to our regional conference in New Orleans, I realize what hosting our own conference means to the region members. It gives us the opportunity to connect to our neighbors in a way that is more comfortable than the experience at larger conferences.

Region 5's conferences feel like home to me. When I began to become involved in IAVM, I was encouraged and welcomed into the family by my colleagues in Region 5. Surprising to me, competitors for business could also be our biggest allies-and our best friends.

Over the years I have enjoyed listening to the good-natured bickering that has gone on between members of 'rival' buildings. I've also admired how if we couldn't accommodate an event, we'd refer the prospective client to another venue without batting an eye. We are just good people!

Consequently, a region conference feels like a homecoming. We get to spend quality time with the people who share similar experiences. We call it networking, but it's remarkably similar to sitting on the front porch and kicking back with your buddies.

If you have never attended a R5 conference, you have missed out. Where else do you get the opportunity to interact with association leaders and future leaders in equal measure?

I was at a region meeting when Director Bob Scanlin, for whom our VMS scholarship is named, introduced me to women who became my new best friends. He also convinced me that I needed to get involved. Lionel Dubay was instrumental in my career as well;

Lionel suggested I apply for a scholarship that opened doors for me. However, it was the interactions with these industry giants that has meant the world to me, interactions made possible at the regional level.

Obviously, I am from the South. I like a story and I like to tell one. Especially of how we are all related.

Do you want to relate too? It's a big step in the right direction for your career to relate to people who can help you along the way.

Here's how you can take that step. Join us at the Region 5 Conference in New Orleans April 4-7. Conference registration is only \$300, a bargain for all that you will get out of it.!

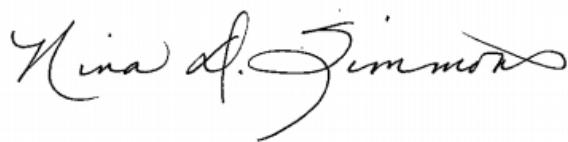
Educational offerings include security (such as Situational Awareness), branding, workforce management, and the Trained Crowd Manager program. In addition, there will be sessions dedicated to current challenges for Region 5 venues, creating in-house events, and dealing with disasters.

At our Region 5 Business Meeting 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.

The conference hotel is the Hampton Inn & Suites, right across the street from the convention center. Deadline for the conference rates has been extended to 3/15, so hurry!

Detailed information and registration links are on the R5 website.

Best wishes,

A handwritten signature in black ink, appearing to read "Nina A. Jimmerson".

Region 5 IAVM News

HOTEL DEADLINE FOR THE REGION 5 CONFERENCE EXTENDED THROUGH TOMORROW, MARCH 15!

Make your reservations now for the Region 5 Conference in New Orleans and lock in your room rate at the Hampton Inn right across the street from the convention center.

The Region 5 Conference will cover a wide variety of topics designed for every venue manager. Some featured speakers include:

The opening keynote will feature Julio Melara, one of today's leading motivational speakers and foremost authors on true success. Passionate about helping people and organizations, his

dynamic enthusiasm and relentless commitment will have you on your feet in minutes!

Barrett Kendrick will be featured as part of our "Hitting Close to Home" session which will discuss some of the most current and important topics for our region. Barrett is the founder and full-time instructor for Bearco Training which specializes in providing practical defensive skills for everyday people. He will lead a discussion on conceal & carry gun laws, regional state certifications and scenario based operations & safety.

Memorable receptions are planned to optimize networking with your colleagues at the Superdome and World War II Museum! Don't miss the opportunity to socialize with other facility managers and experience these awesome venues.

For a full schedule and to register for the conference and hotel, visit the Region 5 website:
<http://www.iavm5.org/>.



INTERNATIONAL
ASSOCIATION OF
VENUE MANAGERS

REGION 5 CONFERENCE



NEW
ORLEANS

APRIL
4TH - 7TH

NEW ORLEANS
ERNEST N. MORIAL
CONVENTION CENTER

Announcing Julio Melara
as the opening keynote speaker.



Announcing Don Freeman as
the "Meetings Mean Business"
lunch session speaker.



Hotel reservation deadline
extended through March 15. Visit
<http://www.iavm5.org/> to register.



Visit <http://www.creoleofcourse.com>
for a preview of "Creole, Of Course".



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.

CALL FOR VOLUNTEERS

IAVM's Region 5 Director, **Nina Simmons**, invites all members to thoughtfully consider serving an active role on one of IAVM's Region 5 committees or work groups. We need your skills, passion, and perspectives to build a vibrant and inclusive corps of volunteer leaders.

If you wish to serve on more than one committee, please rate your requests as 1st, 2nd and 3rd so we know your level of interest.

Committees

- Allied Committee** – works with Allied Chair to raise funds for the Region
- Communication Committee**—assists with informing membership of regional and national organization endeavors, promotes chapter meetings and region conferences, etc.
- Membership Committee** – works with the Membership Committee Chair to increase membership in Region 5 and maintain retention of current members
- Nominating Committee** – works with the Nominating Committee Chair to review potential candidates for Board positions
- Parliamentary Committee** – ensures all Region 5 meetings follow Robert's Rule of Order

We do have limited spots available for appointments and hope to place as many members as requests to volunteer are received. Please submit via email to Carol Moore by **April 3, 2017** at carol@newnancentre.com.

NAME: _____
VENUE/COMPANY: _____
PHONE: _____ CELL: _____
E-MAIL: _____

Region 5 IAVM Job Postings

Duluth, Georgia - Infinite Energy Center is seeking a full-time Executive Director of Operations to lead one of six divisions that oversee and manage all aspects of the complex. Experience in managing, directing and coordinating personnel, contractors, and daily activities involved in the successful execution of events by performing various duties personally or through subordinate directors, managers and/or supervisors. Must have excellent organizational, analytical and communication skills and be very detail oriented. Please find a full job description at www.InfiniteEnergyCenter.com/ExDirOps_posting.

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-Graudate Institute at Oglebay.

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

Alabama

Submit Your Articles for Next Month!

Florida

Submit Your Articles for Next Month!

Georgia

Atlanta - The Cobb-Marietta Coliseum & Exhibit Hall Authority, owner and operator of Cobb Galleria Centre and Cobb Energy Performing Arts Centre, has streamlined culinary operations with key personnel moves and a focus on innovation. The Authority promoted several members of the culinary department and hired a new Sous Chef. Leading the way is Nicholas Walker, who has been promoted to Culinary Director/Executive Chef. Previously he was Executive Chef at Cobb Galleria Centre for six years. Walker has built a team of chefs with diverse backgrounds and abilities to produce just about any type of cuisine that a client desires.

"By focusing on the needs of our clients, using the highest quality of food and tapping the creativity and talents of our chefs, we are building stories through food that elevate the customer experience." Walker said. Walker's team includes Chef de Cuisine Nicholas Panter and Sous Chefs Josh Pacheco and Camilo Aguirre. "We have grown our culinary talent from within," Walker said. "This community offers top-notch resources such as the culinary



education program at Kennesaw State University, local farms and manufacturers where we purchase our food, as well as non-profit organizations and community events that allow our chefs to give back."

Chef Walker's cuisine is inspired by his Georgia roots, with many of his dishes sourced from local and regional farms and small businesses. A Milledgeville native, Walker came to the Centre from the Intercontinental Hotel Buckhead, where he served as Sous Chef for Au Pied du Cochon and later Banquet Chef for the hotel. Walker is a graduate from the Art Institute of Atlanta's Culinary Arts Management Program (magna cum laude / Bachelor of Science). Walker has worked in almost every kitchen setting including restaurants, country clubs, resorts, hotels and off-premise catering. Chef Walker currently is an instructor with Kennesaw State University's Institute for Culinary Sustainability and Hospitality Management.

Panter joined the Cobb Galleria Centre in 2015 as Sous Chef. Prior to joining the Centre, Panter held the roles of Chef de Cuisine for Center Stage Catering, Sous Chef at both the Georgian Club and Waterfront Topside Restaurant, and most recently as Head Chef for Delish Bistro in Greensboro. He has been cooking professionally for 11 years.

Pacheco joined the Cobb Galleria Centre in 2011 as an intern and was then hired as a Line Cook. He is a graduate of Le Cordon Blue in Tucker.

Aguirre comes to the Authority from the Frederica Golf Club on St. Simons Island where he was the Executive Sous Chef. He has worked as the Sous Chef for the Montaluce Winery, Atlanta Athletic Club and several Buckhead Life restaurants.

Cobb Galleria Centre and Cobb Energy Centre operate their own food and beverage departments, servicing banquets, conventions, corporate meetings, social events, weddings, bar/bat mitzvahs, concessions and more.

Louisiana

Alexandria - The Rapides Parish Coliseum held its Ribbon Cutting Ceremony February 11, 2017 to end a 5-year renovation process. Local and State officials were present, as well as the "red coats" of the Central Louisiana Chamber of Commerce. The new state-of-the-art facility welcomed On the Border, the nation's best Eagles Tribute band, as well as local business and political leaders for a gala that evening to commemorate what is being dubbed the "crown jewel" of Central Louisiana. For more information about renovations and the Coliseum visit us at rpclive.org.



New Orleans - The New Orleans EMS Foundation received a generous donation of 10 Bleeding Control Kits from Rescue Essentials, a retail company specializing in Tactical EMS supplies, trauma gear, and equipment. New Orleans EMS (NOEMS), the exclusive medical services provider at the New Orleans Ernest N. Morial Convention Center, will install the kits in strategic locations throughout the facility.

The Bleeding Control Kits will allow individuals to immediately control the loss of blood from severe injuries. Each kit contains two sealed packs with a CAT tourniquet, compression/pressure dressings; shears, gloves, and a marker.

A recent trip to New Orleans for the EMS World Expo in October, 2016 inspired the owners of Rescue Essentials to donate to the host facility. The company supports the Department of Homeland Security's "Stop the Bleed" campaign, which advocates the placement of bleeding control kits in high traffic, publicly available areas to empower individuals to act quickly and save lives until appropriate medical care is available.

"The New Orleans Ernest N. Morial Convention Center Department of Public Safety supports the 'Whole Community' approach to emergency management. Our established relationship with NOEMS facilitated the opportunity to integrate a community-based resource that will enhance the collective preparedness of MCCNO staff and increase the community's resiliency," said Brett Slocum, Assistant Director of Public Safety at the New Orleans Ernest N. Morial Convention Center.

New Orleans - The Ernest N. Morial New Orleans Exhibition Hall Authority, the governing body of the New Orleans Ernest N. Morial Convention Center, has entered a cooperative endeavor agreement with New Orleans Culinary & Hospitality Institute (NOCHI) to operate an educational institution at 725 Howard Avenue. By purchasing the Howard Avenue building, the Authority has made an integral investment in local culinary and hospitality training and education, meeting a growing need in the region's tourism and hospitality industry.

"The Convention Center Authority recognizes that how we serve our visitors is critical to our

success. NOCHI will help bring our already excellent local restaurant and hospitality service levels up to new heights by providing for a long-term, sustainable plan for the development of our hospitality workforce," said Melvin Rodrigue, Chairman of the Ernest N. Morial Exhibition New Orleans Hall Authority. "Given New Orleans' standing as a world class convention and culinary destination, having a culinary and hospitality institute is long overdue. We are proud to partner with and commend the leadership of NOCHI for their dedication to this effort," Rodrigue concluded.

Founded by George Brower, Ti Martin and Dickie Brennan, NOCHI is a private, not-for-profit organization dedicated to providing economic, social and cultural benefit through the local and global service industry. It is licensed and approved by the State of Louisiana's Board of Regents to offer two 650-hour certificate programs developed in coordination with CIA Consulting, a division of the preeminent The Culinary Institute of America, and an esteemed local advisory board. In addition to career training programs, NOCHI will also offer community engagement programs and support research and scholarship initiatives that benefit the hospitality industry.

"This strategic partnership between the Convention Center and NOCHI is a model public-private partnership," said Louisiana Governor John Bel Edwards. "Together, we're leveraging the strength of a key industry in our state to build a resource that will create greater access and opportunity for the community. By striving for excellence in education and entrepreneurship this partnership will drive culinary tourism to the region, and I am extremely grateful to everyone involved for making this a reality."

The Authority has purchased the building for \$12 million and entered a 40-year lease agreement with NOCHI. A portion of the purchase price will be set aside for leasehold improvements. The CEA also calls for NOCHI to provide for the full construction and ongoing maintenance of the facility, maintain consistent annual enrollment across all its vocational training and development programs, and serve as the preferred provider of Employer-Based Training as defined by the Workforce Investment Act for the Authority and its third-party staffing providers.



The total project cost is \$32 million, and upon completion of renovations to the building, the facility will feature two culinary teaching labs, two baking and pastry labs, a restaurant lab, a wine and spirits lab, a large event center including a banquet kitchen, a café open to the public and traditional classroom and office spaces.

NOCHI plans involve partnerships that will help advance New Orleans as an overall thought leader in the food and hospitality space. Tulane's A.B. Freeman School of Business is planning to have dedicated office and classroom space at NOCHI. Tulane University President Michael A. Fitts announced, "Tulane is thrilled to find new ways to contribute to the economic future of New Orleans, and this endeavor, which aligns beautifully with our strategic focus on innovation

and entrepreneurship, makes for a very exciting partnership." A.B. Freeman Dean Ira Solomon joined in congratulating NOCHI and said the school is planning new programming in hospitality entrepreneurship. "We are excited about the opportunity to have classes at NOCHI and contribute to, and learn from, the study of one of the most important and long-standing industries in our city." Partnerships with other organizations including Delgado Community College and University of Holy Cross are also under development with further details to be announced later this year.

"The hospitality industry is the region's largest employer with a workforce of more than 88,000 individuals, and it is growing rapidly," said New Orleans Mayor Mitch Landrieu. "NOCHI's capacity to double the region's output of skilled workers will alleviate the unmet demand. This is a win-win-win for our industry, our state and our local community."

"None of this would have been possible without the entire hospitality community coming together in this effort to create a major culinary and hospitality institute, the steadfast support of the Goldring Family Foundation, The Helis Foundation and the Patrick F. Taylor Foundation, and of course, the Convention Center's leadership in forging this partnership with us," said NOCHI's executive director Carol Markowitz, "and for all of that, we are truly grateful." The other members of NOCHI's founding board of directors include Edgar Chase III, Barbara Mollere and John Besh.

A ground-breaking is expected this spring. NOCHI is scheduled to open its doors in conjunction with New Orleans' tri-centennial in 2018.

Mississippi

Submit Your Articles for Next Month!

North Carolina

High Point - High Point Theatre continues to make strides with some internal renovations. The latest is a collaboration with BuzziSpace to acoustically treat the main art gallery in the space. The treatment will drop the current reverberation time from 3.9 seconds to 1.1 seconds, making the room much more useable as a meeting and gathering space.

High Point - High Point Theatre plays host to the Spring and Fall International Furniture Market's International Buyers Lounge and Media Center. Recent upgrades in bandwidth have been a hit with the market attendees. The market brings between 75-80,000 visitors to High Point each market.

High Point - Art Director and Graphic Designer David Deasy is the recipient of multiple MarCom Awards, an international competition for marketing communications professionals, for his outstanding work of branding, material designs and identity development of the High Point Theatre "Passport to Entertainment" professional artist series. Deasy is owner of the Greensboro-based Deasy Designs.

Submissions for the competition have been made on an annual basis by Deasy. He was awarded a Platinum MarCom Award, the highest honor, for his 2014-2015 campaign, along with Gold awards for his 2012-2013, 2013-2014 and 2016-2017 submissions. The 2015-2016 campaign was not submitted for consideration. The award-winning materials, along with Deasy's other work, can be found at: <https://www.behance.net/user/?username=ddeasy> .

In describing his design of the Theatre's materials, Deasy said, "The High Point Theatre in

North Carolina features a very eclectic mix of entertainment throughout their season and therefore the concept of a passport felt fitting. Patrons are encouraged to bring their passports for collecting signatures of the artists after the performances." In addition to the season brochure, Deasy's work for the Theatre also includes bookmarks, posters, banners and print advertising.

"We have benefitted a great deal from our professional relationship with David," said High Point Theatre Director David Briggs. "He listens to what we envision for our annual campaign, then presents unique and creative design concepts that are right on the money. He is most deserving of this professional recognition from his peers."

Puerto Rico



Coliseo De Puerto Rico - As part of the Coliseo's Recognition Program "Going the Extra Mile" we celebrated the Employee of the Year 2016 with the theme Coliseo's got Talent. All the employees that were selected as Employee of the Month during 2016 came on stage to defend their talents with the judges, but only one could be the winner. The Employee of the Year 2016 and winner of the "Coliseo's Got Talent" was Willis Cox, Director of Operations for the subcontracted cleaning company. Willis received the award from hands of the Puerto Rican singer, Kanny Garcia, who played a full house concert three days after this activity.

Coliseo De Puerto Rico - It's that time of the year! Coliseo De Puerto Rico has a commitment to OSHA Safety regulation. During this month Coliseo was the training camp for over 106 industry professionals in the correct use and operation of forklift and aerial platforms, and YES our fulltime Operations staff was part of it!



Coliseo De Puerto Rico - We continue our

commitment with the environment and the ecosystem. Starting in January and in collaboration with P.R. Textile Recycling Company, two containers were installed in the frontal sidewalk of the venue to collect textile material. Now, all of our visitors can bring their recyclable materials on their way to attend a show. This is also a great opportunity for the residents and employees of the communities and businesses surrounding the venue, since it is an alternative near them to recycle. Some of the materials to recycle are: clothing, shoes, hats, belts, ties, among others. In the mutual effort both containers have no cost whatsoever.



Coliseo De Puerto Rico - We had the perfect opportunity to boost our Social media engagement mixed with green efforts during "Valentine's Day weekend celebration". We kick off spreading love to our planet and reinforce our compromise with the community, by launching a two day Facebook campaign to invite people to come to Coliseo and bring along recycle textiles. Puerto Rican Pop Singer Tommy Torres, who was performing two shows, featured in this video inviting his fans to participate in the "drop off textile materials. We also included Pepsi one of our main building sponsors. Pepsi set up a station to give away free Pepsi cans to everyone that visited the tent that was near the textiles recycling bins. The two day campaign results: post engagement 4,176, 15,382 women reached, 6,528 men reached, 23 total comments, 62 shares, 134 reactions.

As part of our focus on increasing movement in our social media pages, we began the installation of a new social media ads campaign inside the building. This campaign serves two purposes, promote our social media pages in a more entertaining way and also keep empty ad spaces in high traffic areas of the building filled.

Coliseo De Puerto Rico - Maná, Latin Rock band considered the U2 of Latin America, returned to our arena after a four years absence. With the help of the F&B team, we surprised the band with a Puerto Rican delicacies Station, featuring mofongo and other local fritters accompanied with several homemade spicy sauces, to celebrate a sold out show[EC1] !

Coliseo De Puerto Rico - Coliseo Celebrates "Puerto Rico's Police Week", as a celebration and token of appreciation during their week, February 19-24, and to "Thank them for their support and compromise" we brought Coliseo Cookies to the West Hato Rey Police Precinct.



Coliseo De Puerto Rico - Coliseo De Puerto Rico is happy to announce the following newly hired employees Edward Maldonado, Box Office Manager and Carlos Ballester, F&B Concessions Supervisor.



South Carolina

Florence - Officials involved with planning of the \$16 million expansion of the SMG-managed Florence Civic Center took a look at nearly finished design plans of the project this week.

Ground preparation is almost complete, and foundation and concrete pouring isn't far off. John Miller, construction manager for Thompson-Turner, the group heading construction of the expansion project, said construction will begin to move at a more rapid pace in the coming

month.

The expansion will add 28,000 square feet to the civic center—which includes 8,000 square feet of subdividable space, 5,000 square feet of new kitchen space and 12,000 square feet of lobby and meeting room space. A new paint job and color scheme are on the way as well.

SMG Florence Civic Center General Manager Kendall Wall said that with plans nearly final, the public can expect to see real progress soon.

Officials said the tentative open date for the expansion is January 2018.



JOSHUA LLOYD / MORNING NEWS

SCNOW.COM



Florence - Chastity Wilson former Special Projects Coordinator at the SMG-Managed Florence Civic Center, has recently been named Senior Events Manager. Chastity had been working as an independent contractor to assist the venue in coordinating select projects and media for the past several years. Her new role as full-time Senior Events Manager provides a dynamic resource to ensure quality and customer satisfaction. "Chasity has an outgoing personality and hands-on attitude combined with a professional background. These collective qualities make her the ideal candidate to work hand-in-hand with promoters and clients," said Paul Beard, Assistant General Manager for Florence Civic Center.

Tennessee

Submit Your Articles for Next Month!

Virginia



Chesapeake - The Chesapeake Conference Center (CCC) is pleased to announce it has added a new media and communications coordinator to the team. Norfolk native Shereese Floyd-Thompson joined the CCC in early 2017.

In her new role, Floyd-Thompson will market Chesapeake Conference Center as a premier Hampton Roads venue offering one of the largest ballroom spaces in region. She will also be responsible for expanding its public profile and increasing community engagement.

Richmond - The IAVM Region 5 Scholarship Committee is pleased to announce it has awarded Andrew Shreve, with the Greater Richmond Convention Center, the Region 5 Bob Scanlin Memorial VMS Scholarship. This scholarship will finance Andrew's Venue Management School's tuition, shared-cabin accommodations, education materials and meals during the official program for both years one and two.

Richmond - Michael Meyers, General Manager of the Spectra-managed Greater Richmond Convention Center, reports that Virginia lawmakers recently approved the Ticket Resale Rights Act. Virginia Senate Bill No. 1425 prohibits any person that issues tickets for admission to a professional concert, professional sporting event, or professional theatrical production, open to the public for which tickets are ordinarily sold, from issuing the ticket solely through a delivery method that substantially prevents the ticket purchaser from lawfully reselling the ticket on the Internet ticketing platform of the ticket purchaser's choice. The measure also prohibits a person from being discriminated against or denied admission to an event solely on the basis that the person resold a ticket, or purchased a resold ticket, on a specific Internet ticketing platform. A person violating these prohibitions is subject to a civil penalty of not less than \$1,000 nor more than \$5,000. The Governor of Virginia has until midnight on March 27 to veto the bill. There is no indication at this point if he will choose to act against the bill.

Allied Member News



EventBooking - Brian Chia, Director of Client Services at EventBooking, has won a Silver Stevie® Award in the Young Customer Service Professional of the Year category. Brian (27) leads the Client Success team at EventBooking, a company specializing in online booking and venue management for arenas, stadiums, convention centers, and performing arts centers.

The Stevie Awards for Sales & Customer Service are among the world's top business honors. The awards were presented during a gala banquet on Friday, February 24 at Caesars Palace in Las Vegas, Nevada. More than 650 executives from around the world attended. Specialized judging committees determined the Gold, Silver and Bronze Stevie Award placements from among the Finalists.

Upon receiving the award, Brian attributed the success to a team effort, stating, "I'm truly honored. Thank you to everyone else for all the work that went into this [nomination]. Of course, I must give credit to our awesome Client Success team and to the entire EventBooking team for making this possible." Brian graduated from Vanderbilt University and joined the EventBooking Client Success team in 2011, which serves over 700 venues internationally and over 10,000 individual users. He soon began traveling to venues in person to perform more in-depth assistance and training. His dedication to personalized customer support has taken him from London, to Istanbul, to Barcelona, to Singapore, and beyond.

"The Stevie Awards for Sales & Customer Service continues to be among the most competitive and fastest-growing of our awards programs," said Michael Gallagher, founder and president of the Stevie Awards. "The growth of the program illustrates how important recognition is to building and maintaining corporate reputations."

More information about Brian's award can be found at <http://www.eventbooking.com/brian-chia-silver-stevie/>



About EventBooking:

EventBooking is a venue management software company based in Knoxville, TN. EventBooking takes pride in their clients, who oversee the many moving parts that make a concert, conference, or sporting event possible. 86% of all NBA venues and 80% of all NHL venues use EventBooking software. EventBooking serves a total of 700 venues worldwide with a reported 99% customer satisfaction rating. Visit www.eventbooking.com for more information.

About The Stevie Awards

Stevie Awards competitions receive more than 10,000 entries each year from organizations in more than 60 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide.

Sodexo - Students, faculty and staff seeking healthier eating options at Florida State University should expect to see a transformation in their on campus menu as part of a more than \$173 million deal with food service giant Sodexo.

On Wednesday, the university announced to its board of trustees the signing of a 10-year dining services contract with industry giant Sodexo that will impact food service operations on campus and at Doak Campbell and Dick Howser stadiums. The contract with Sodexo is valued at more than \$173 million over the next 10 years. FSU's transition to Sodexo from its current vendor, Aramark, becomes official this summer. Under Aramark, FSU earned more than \$74 million over the past 15 years.

The new focus will be on healthy, locally produced foods, a variety of dining options, including expanded vegan and vegetarian choices, upgraded technology for quicker access and personal interaction with trained chefs who will be available to provide personal consultations. Lending his expertise and vast network of resources will be famed celebrity chef/entrepreneur and FSU alum Art Smith. The former personal chef to Oprah, who is recognized as one of the country's premier chefs and food educators, has been contracted by Sodexo to serve as "Culinary Ambassador" for FSU's dining services operations. Aramark's 1,000 full and part-time employees are expected to find jobs with the new company.

"We're excited about our new relationship and thrilled to bring Chef Smith, one of our most successful grads, back to Florida State to enhance the overall dining experience for our students and the entire campus community," FSU President John Thrasher said.



Sodexo services universities, including Georgia Tech, the University of South Carolina, Liberty University, Northwestern University and the College of William & Mary. Liberty's main dining facility is the No. 1-ranked dining facility in the country, according to BestColleges.com. Sodexo was the food service vendor at Florida A&M until December 2013. FSU Student Body President Nathan Molina said Sodexo is following up on what many students have been requesting. "The companies were very forward in listening to students," Molina said of the four companies in the bidding process. "Students wanted more dynamic dining changes at the university and that's what we are getting with this contract."

Sodexo was attractive to FSU because of its commitment to promoting locally produced foods, its focus on nutrition, and its investment in sustainability efforts, university officials said. The company will be responsible for all of the university's food and dining operations, including catering and a new food truck operations. Universities across the country are investing in campus dining and meeting the needs of changing student demands as part of the total effort in recruiting, retaining and keeping students campus-focused in efforts to boost graduation rates. "I'm very proud of this agreement," said Kyle Clark, FSU's vice president for finance and administration. "Dining is obviously integral to student success, and by extension, the university's efforts to reach the Top 25. "I expect Florida State to become one of the top dining programs in the country."

Food service is a huge operation at FSU, with 41,000 students, including 6,000 living on campus. Income from its more than 26 campus eateries, athletic dining hall and athletic concessions brings in about \$31 million annually. Presently, 5,000 students take advantage of the dining meal plans that range from \$525 to \$1,999 per semester. Those costs are not expected to increase for the 2017-2018 school year, Clark said.

But what will change is a gradual transformation of each dining facility. The Suwannee Room, located in the middle of campus and serving "thousands" of meals daily, will be renovated with a focus on sustainability, health and wellness. Sodexo envisions transforming it into a 24/7 operation featuring Florida products and dishes with high-tech kiosk ordering systems and table tracking technology for late-night orders. Meals can be ordered to diners' requests and then taken directly to the table when ready. Students also will have direct access to nutritionists.

The Fresh Food Company, another large dining hall located across from the College of Medicine, will be redesigned and become the "Seminole Test Kitchen" or "STK. Inside, it will offer Floridian Flavors (focusing on Florida-based menus), The Greenery (locally grown greens and salads), Fishery (offering fresh Florida seafood), Creating Your Own Station (offering individual choice selections), The Butchery (grilled foods), and a bakery.

Another feature will be Summer Kitchens, designed for outside dining. Students would be given the opportunity to taste new items created by Smith and other chefs working on and off campus. Students could vote for favorites, and those dishes would return and appear at other dining facilities across campus.

A new addition to the Suwannee and Fresh Food Company is "1851", the first of several planned "micro-restaurants" opening this fall. The 20,000-square-foot dining hall will be connected to the new residence hall at Jefferson and Woodward. Inside, it will offer a convenience store, three themed restaurants (Italian, comfort food and international cuisine), and a grill.

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