



INTERNATIONAL ASSOCIATION OF VENUE MANAGERS REGION 5



A letter from the Director

Hello!

My name is Max Long and I am the editor of the IAVM Region 5 newsletter. While Courtney is away on vacation, I have been given the opportunity to tell you a little bit about IAVM's initiatives for young professionals. You may have heard about IAVM's dedication to growing the future of the industry, but what is actually being done?

- The Mentor Connector Program is a great way to set goals and learn ways of advancing your career. I completed the program as a mentee this past year and it was incredibly beneficial in helping me acquire my Certified Venue Professional (CVP) designation. For more information, visit <https://www.iavm.org/mentor/mentor-connector-program>.
- The College Partnership Program is designed to connect institutions of higher learning

with venue managers in their community to combine in-class learning with real life experiences and examples. Participants are members who teach classes as adjunct staff, offer tours of their venues for additional insight about the industry, or individuals who want to inspire future leaders in the venue management industry. For more information, visit <https://www.iavm.org/college-partnership-program>.

- The Job Shadowing Program gives students who have expressed interest in a venue management career the opportunity to experience facility management live. Students are connected with professionals across all venue sectors and learn from them on two visits to their venue: one on an event day and one on a non-event day. For more information, visit <https://www.iavm.org/job-shadowing-program>.
- The IAVM Foundation as well as various regions within the Association offer scholarships and internships to attend VenueConnect, Venue Management School (VMS), and the Academy of Venue Safety and Security (AVSS). The application for regional scholarships to attend VMS just opened - for more information, visit <https://www.iavm.org/vms/vms-scholarships>.

The Young Professionals committee is working hard to find new ways to engage and develop young professionals within the industry. If you have any suggestions on how IAVM can better serve young professionals, please reach out to the Chair of the Young Professionals Committee John Marquardt at jrmarqua@illinois.edu.

Best Regards,

Max Long, CVP

November 5, 2018

IAVM Region 5 VMS Scholarships

Region 5 is proud to offer two (2) Two-Year Scholarships (Years 1 and 2) to Venue Management School (VMS) in Tampa Bay, Florida June 1-7, 2019.

The IAVM Region 5 VMS Scholarship is presented in the memory of Bob Scanlin, CVE, a past IAVM Region 5 Vice President, IAVM Foundation Board of Trustees member and longtime director of the Georgia Mountains Center in Gainesville, GA. Bob, known for his great sense of humor and unselfish service to Region 5, was the quintessential IAVM professional with a passion for business, leadership and people.

The Scholarship covers the following expenses:

- **Tuition, including all classes and study materials**
- **Shared-accomodations in a 2-bedroom suite for six (6) nights lodging at Saddlebrook Resorts (check in Saturday, June 1, 2019; check out Friday, June 7, 2019)**
- **Meals (breakfast, lunch, and daily breaks Sunday through Thursday)**

- **and Continental Breakfast on Friday morning)**
- **Saturday Welcome Reception**
- **Sunday and Tuesday networking dinners**
- **Thursday Graduation dinner**

Travel and non-scheduled meals are the student's responsibility. To apply, please visit the following link:

https://iavm.formstack.com/forms/2019_vms_year_1_2_region_scholarship

Region 5 IAVM Job Postings

Greater Richmond Convention Center (Richmond, VA) - Sales Manager (Outside Sales): The Outside Sales Manager enhances the relationship between users of the convention center and Center staff. An Outside Sales Manager will spend approximately 60% of their time visiting existing and prospective new users of the GRCC in the local and regional marketplace.

For full job description and application information, visit the employment page at www.richmondcenter.com.

Virginia Beach Convention Center (Virginia Beach, VA) - Event Coordinator (part-time): Supervise city and contractual personnel during functions held at city-operated public assembly facilities or on public property; provides the logistical planning, coordination and supervision of events held in city-operated public assembly facilities or on public property; does related work as required.

For more information and to apply, please visit <https://www.vbgov.com/government/departments/human-resources/Employment-VBGOV/Pages/default.aspx>.

Please submit any job postings to iavmr5@gmail.com

Alabama

Please submit your news to iavmr5@gmail.com

Puerto Rico

SAN JUAN - Coliseo on It's Way to 15th Anniversary

A Press Conference was celebrated to announce the Route to our 15th Anniversary. Honored by the presence of important industry representatives as promoters, sponsors and VIP guests. Also had the presence of the Governor of Puerto Rico as well as the director of the Puerto Rico Convention District Authority, Omar Marrero. The conference had great attendance and media coverage, we were able to announce the plans for our upcoming 15th Anniversary as well as the launching of our #CholiMoments contest and awareness campaign.



Pictured left to right: Director of PRCDA, Omar Marrero; Governor of Puerto Rico, Ricardo Roselló; Secretary of the Governor Department, Raúl Maldonado and Coliseo's General Manager, Eduardo Cajina



Also at the Coliseo, Suhail Castro was recently hired as an On-Call Vault Teller. Ms. Castro was promoted to full time Cash Handling Supervisor, reporting to the Finance Department.

Florida

DAYTONA BEACH - Daytona's Ocean Center continues capital improvements at a rapid pace. Last fiscal year the complex received a major \$5 million replacement of its Arena and Ballroom air handlers. Also completed in the same year was refitting of all outside lighting to LED fixtures.

This year the refurbishing of the facility continues with:

- New Sound System throughout entire facility
- LED lighting upgrades to Exhibit Hall, Arena and Ballrooms

- LED lighting upgrade to 2,000 space parking garage
- Arena Roof Replacement
- Arena Elevators Modernization
- New Arena Scoreboards
- JANUS System replacement
- Ballroom Airwall Refurbishment
- Adding two nursing suites to concourse
- Main Marquee Replacement
- Garage decking rehab project

All told these projects will involve another \$7.2 million investment in keeping the Ocean Center the crown jewel of Daytona's Beachside!

Georgia

ATLANTA - A New Beacon for the Galleria Skyline

A new, 100-foot-tall outdoor marquee stands tall and bright along interstate 285 outside the Cobb Galleria Centre.



The iconic sign is state of the art and features a 25-foot tall and 48-foot wide LED display, almost double the size of the previous marquee, which stood in the same location. A third, vertical LED display faces I-285. In addition to a much larger screen, the sides and top of the sign feature fiber optic lights behind glass panels that can be programmed to shine in different colors. Current events at the Centre as well as advertising sold by Clear Channel Outdoor will be displayed on the sign.

"As the economic driver of Cobb County's hospitality industry, it is important that we have an iconic state-of-the-art digital marquee on our campus," said Michele Swann, General Manager

and CEO of the Cobb-Marietta Coliseum & Exhibit Hall Authority, owner and operator of Cobb Galleria Centre. "The timing of this project will coincide nicely with the celebration of the Cobb Galleria Centre's 25th anniversary in 2019."

DeNyse Companies constructed the sign's structure, and Formetco built the LED display panels.

SAVANNAH - Savannah Convention Center Adopts New Moniker and Look

The Savannah International Trade & Convention Center's (SITCC) ship has sailed.

Still officially and formally known as the SITCC, new branding standards feature the simpler moniker Savannah Convention Center and a redesigned logo minus the tall ship motif the center has utilized since its opening in 2000.



The Savannah Convention Center, which is managed by the Georgia World Congress Center Authority (GWCCA), worked with Savannah design and communications agency Clark Creative to create the new, streamlined logo.

The arcing line running horizontally through the middle of the logo design represents the curvature of the 330,000-square-foot riverfront facility's roof, and the vertical lines on top (in green) typify its columns and bays with their reflections below (in blue).

The blue hues are also meant to embody the waters of the Savannah River and its reflections. The green tone atop the logo symbolizes the live oaks and other foliage that the historic port city is known for year-round.

"We drew visual inspiration from the striking architecture of the building, using notable lines and shapes together in a way that creates a memorable logo mark. We also drew typography inspiration from the classic, authentic beauty of Savannah," reads an excerpt from the design proposal Clark Creative prepared.

Sherrie Spinks, the convention center's general manager, is pumped up about the new logo and what it symbolizes. "Love, love, love it!" she said via e-mail. "Very excited...it represents our new vision and updated mission."

ATLANTA - Georgia World Congress Center Authority Caps Off Green October

Following a day-long workshop on regenerative building design held in early October at the Atlanta Botanical Gardens, U.S. Green Building Council (USBC) Georgia Director Shelby Buso

presented the LEED Gold certified Georgia World Congress Center (GWCC) the 2018 Georgia Green Award for Building Performance. GWCC's sister facility, LEED Platinum certified Mercedes-Benz Stadium, was given the Georgia Green Award for Community Impact.

These two Georgia World Congress Center Authority (GWCCA) properties in Atlanta, as well as the Savannah Convention Center (SCC), which is managed by the GWCCA, contributed to nearly 25 percentage of the gross square footage of LEED certified space in Georgia in 2017 and this achievement contributed to Georgia being named one of the top 10 states for green buildings.

The GWCCA is looking ahead to November 2019 when we welcome back the Greenbuild International Conference and Expo for the first time in 14 years. This time, however, the GWCC is the largest LEED certified convention center and is at the center of the greenest convention, sports, and entertainment destination in the world.



Pictured left to right: Charlie Cichetti, Sustainable Investment Group CEO; Rhiannon Jacobsen, U.S. Green Building Council VP of Market Transformation and Development; Shane Totten, USGBC Georgia Chair; Tim Trefzer, GWCCA Corporate Social Responsibility Manager; and Shelby Buso, USGBC Georgia Director

ATLANTA - "Venom" in the Underbelly of the GWCCA Campus

Another classic Marvel character's stand-alone feature flick hit theaters on Oct. 5 and there's a Georgia World Congress Center Authority (GWCCA) connection. "Venom" is the story of Eddie Brock (portrayed by Tom Hardy), who turns into an unwitting host for an alien symbiote and together they become the super-powered anti-hero title character.

Some scenes for "Venom" were filmed on the GWCCA campus, which has become a hot spot for film production. Popular productions such as "Baby Driver," "The Hunger Games" series, and "Spider-Man: Homecoming" were all filmed in part on the GWCCA campus.

"The GWCCA is one of the most interesting, diverse looking locations in Atlanta. On 'Venom,' we

filmed the facility for the subterranean tunnels in the (fictional) Life Foundation as well as the airport in San Francisco," said Location Manager, Caleb Hinshaw. "That's what I love about the facility: many options and different looks to create something special. Between the depth of both interiors and exteriors and the compliment of its excellent sales personnel and staff, the GWCCA remains one of my favorite locations to film."



Louisiana

BOSSIER CITY - City of Bossier Receives \$35k in Incentives from SWEPCO for Energy Efficiency Upgrades at Civic Center

The Bossier Civic Center, located at 620 Benton Road, now features high-efficiency light-emitting diode (LED) lights both inside and outside the facility. Through Southwestern Electric Power Co. (SWEPCO)'s Commercial and Industrial Energy Efficiency Program, the City of Bossier received an incentive of \$35,479.05 for the lighting retrofit project.

"We want to thank SWEPCO for the partnership and for your generosity," said Bossier City Mayor Lo Walker. "This is an excellent facility, and the lights are outstanding."

All inside and outside lighting, which consisted of fluorescent and incandescent in the offices and common areas and metal halide high bay fixtures in the exhibit halls, were replaced with LEDs. The project will yield \$22,000 in yearly savings for the Bossier Civic Center, and anticipated annual electric savings from this project will be approximately 70 kW in demand and 278,206 kWh in energy.

"We offer programs to help businesses and residential customers improve the energy efficiency in their facilities and their homes - it's a win, win for SWEPCO as well as the customers," said Jeff Thigpen, principal energy efficiency and consumer program coordinator. "This is a public facility, funded with public dollars, and it's prudent for all of us to try to help in any way we can and to be good stewards of the dollars that we have available."

The new lights will also lower maintenance costs and last more than 20 years.



Pictured left to right: Bossier Civic Center Superintendent of Building Maintenance Louie Thompson, SWEPCO's Principal Energy Efficiency and Consumer Program Coordinator Jeff Thigpen, SWEPCO's External Affairs Manager Michael Corbin, Bossier City Mayor Lo Walker and Bossier Civic Center Executive Director Kathy Davis

NEW ORLEANS - New Orleans Ernest N. Morial Convention Center Redoubles Commitment to Sustainability Program, Names New Assistant Director of Sustainability

The New Orleans Ernest N. Morial Convention Center continues to lead the way into a green future with their award-winning Sustainability Program, which aims to improve the environment through innovations in the use of energy conservation techniques, renewable energy, and more. The Convention Center continues to follow through on its commitment to being a sustainability champion through collaborative efforts with like-minded community partners.

Beginning in 2010, the New Orleans Ernest N. Morial Convention Center's sustainability program continues to be a model of excellence for the steps taken to reduce the building's impact on the environment. In August 2018, the Convention Center named Art Shilling as the Assistant Director of Sustainability, a newly created position.



In this new role, Shilling will focus on tracking, compiling and reporting on the New Orleans Ernest N. Morial Center's sustainability initiatives with special focus on LEED certification, and will work closely with Director of Capital Projects Paul O'Connell and the Director of Construction on upcoming special projects.

Shilling joined the Convention Center in 2016 as the Assistant Director of Building Operations, where he assisted in overseeing physical plant operations and was designated as the building's Sustainability Specialist. As Sustainability Specialist, Shilling created programs for surplus management, waste reuse, recycling, energy conservation, and various in-house sustainability programs and reporting.

Shilling has more than 30 years of experience in facility management, engineering, project management, and environmental/waste management fields.

He also headed a private company, Lamp Environmental Industries for 13 years, which earned an Environmental Leadership award from the Louisiana Governor's office for pollution prevention.

On September 28, 2018, the New Orleans Ernest N. Morial Convention Center was awarded the title of Overall Sustainability Leader in the Downtown NOLA Energy Challenge. A community panel of judges from the Mayor's Office of Resilience and Sustainability reviewed plans from more than 40 buildings in the New Orleans area and found that the Convention Center's plan not only improves sustainability, but can also increase competitiveness on the national stage.

What started in 2010 with the computerization of the Convention Center's Energy Management System has blossomed into a culture of sustainability-focused practices. Currently, the New Orleans Ernest N. Morial Convention Center reduces its energy usage by using energy efficient LED lighting in the majority of the building, and reduces its water usage by using more reliable and efficient water metering devices. The Convention Center has also established recycling awareness campaigns and continues sustainability-focused practices in other areas, like green construction, transportation, and more.

The New Orleans Ernest N. Morial Convention Center continues to lead the way into an energy efficient future by continuing research on projects such as generating renewable energy by installing solar panels on the Convention Center roof, replacing all existing water fountains to a more environmentally-friendly model, and potentially utilizing rain water for green space irrigation and restroom facilities.

NEW ORLEANS - Construction Begins on Convention Center Boulevard

Construction has begun on the \$65 million transformation of Convention Center Boulevard, stretching from Poydras Street upriver to Henderson Street. The project, approved in May 2015 by the New Orleans Exhibition Hall Authority (Authority), the governing board of the New Orleans Ernest N. Morial Convention Center, will connect the expansive Warehouse/Arts District with the Central Business District and historic French Quarter improving the out-of-town guest experience for visitors while creating new outdoor attractions for residents.

These improvements are part of a comprehensive plan, known as the Convention Center District Development, that will generate significant economic impact and new taxes with a 1,200 room Convention Center headquarters hotel. The hotel will be surrounded with a 39-acre mixed-use project on an adjacent tract owned by the Authority. This plan will result in significant visual, functional and safety improvements to the area around the Convention Center.

"This is a tremendous project for the Authority to transform Convention Center Boulevard into an oasis for all Convention Center guests, said Michael Sawaya, President/General Manager of the New Orleans Ernest N. Morial Convention Center. "It is vital that the Convention Center remains competitive with rival cities of similar caliber and stature. The Convention Center attracts hundreds of thousands of visitors each year through the events it host but also through its own special programs and events such as Farm and Table New Orleans, NOLA Christmas Fest, and RES/CON International."

Plans for the Pedestrian Park and street improvements are the result of several extensive traffic studies that took into consideration the needs of event attendees, cruise ship passengers, warehouse district residents and businesses, commuters to the CBD and port freight traffic. The project, which will be funded entirely by the Authority with no funds needed from the City or State, aims to improve outdated traffic patterns in the Warehouse District, in addition to providing safer and new experiences for persons visiting or living in the area.

Key design elements of the pedestrian park include a tree-lined pedestrian promenade, covered terraces, outdoor event spaces, interactive water features, green walls, shaded communal gathering areas, public art, and improvements to roads and intersections on shuttle routes within the Warehouse District. Shuttles, taxis and ride shares will operate in a new Transportation Center being developed at the foot of Calliope Streets.

The Pedestrian Park Project is expected to be complete by January 2021.

Mississippi

Please submit your news to iavmr5@gmail.com

North Carolina

DURHAM - DPAC Wins IEBA Theater of the Year Award



DPAC was just named the 2018 Theater of the Year by the International Entertainment Buyers Association (IEBA), a leading trade organization for live entertainment industry professionals. The award was announced Oct. 2 during IEBA's 48th annual conference in Nashville, TN.

"It's a great honor for all of Durham, from the City leaders who envisioned and built this great theater, to all of Durham's residents who so proudly welcome almost 500,000 guests a year to a vibrant Downtown Durham full of energy and diversity that is unique in the region," said DPAC's General Manager Bob Klaus.

This is DPAC's first nomination for the IEBA honor, called the Ryman Auditorium Theater of the Year Award. Managed by Nederlander and PFM, DPAC was one of seven nominees:

- The Anthem - Washington, D.C. (capacity 6,000)
- Beacon Theatre - New York, NY (capacity 2,900)
- The Chicago Theatre - Chicago, IL (capacity 3,600)
- DPAC - Durham, NC (capacity 2,700)
- Microsoft Theater - Los Angeles, CA (capacity 7,100)
- Orpheum Theatre - Minneapolis, MN (capacity 2,600)
- Smart Financial Centre - Houston, TX (capacity 6,400)

"It was great to be nominated for this award - and especially to have won the first time being nominated," said Brad Saks, DPAC's Director of Programming, who was in Nashville to accept the award on behalf of Nederlander and PFM. "DPAC is a beautiful venue with an organization of people who strive to create the best possible experience for their guests. We are grateful for the partnership we have with the City of Durham as well as with the many promoters we work with to bring memorable events to DPAC."

DURHAM - DPAC and Discover Durham Finish First at the NCTIA's Annual Tourism Achievement Awards

Yesterday evening, the North Carolina Travel Industry Association (NCTIA) awarded Discover Durham, formerly the Durham Convention & Visitors Bureau (DCVB), five awards at the annual NC Tourism Leadership Conference. Discover Durham won four of six marketing awards categories, including 'Best of Show.' Its Chief Marketing Officer and CEO-Elect, Susan Amey, also received recognition as the top Destination Rising Star in North Carolina. Rounding out the successful night, the Durham Performing Arts Center (DPAC) was bestowed the coveted Visitor Attraction of the Year award.

"Our staff continues to innovate how we market Durham to potential and returning visitors," said Shelly Green, Discover Durham president & CEO. "To win once again, besting last year's three platinum awards and 'Best of Show,' speaks volumes about how we operate as an organization and our staff's dedication to finding new ways to engage visitors. We're also thrilled NCTIA has honored DPAC as visitor attraction of the year - it's a beautiful venue run by great people."

Susan Amey won the Destination Rising Star in North Carolina individual award for making an immediate significant impact to the organization and to destination marketing in North Carolina. In her short time with the organization, she has catalyzed Discover Durham's efforts to reach new audiences, strengthened its connections in the community, and revamped internal processes - all efforts anchoring Durham's record-setting number of visitors, visitor spending, and tax revenue.

"I am so proud of our fantastic team. We ensure hundreds of thousands of visitors each year have a one-of-a-kind experience, whether it's the visitor's first or hundredth time attending a show," said DPAC General Manager Bob Klaus. "This award is special to us, especially as we approach our 10th anniversary year and prepare for Hamilton's blockbuster national tour. To approach our milestone year in style is energizing; I know we will carry this momentum and excel as a premier visitor attraction for the next 10 years and beyond. We're grateful to work with such a stand out team at Discover Durham to collaborate and showcase the City of Durham as such a fantastic destination."

GREENSBORO - Updates on Greensboro Coliseum Complex

In July, the Greensboro City Council unanimously voted to approve an \$8.2M bid from Shelco Construction to build a 4th pool at the Greensboro Aquatic Center (GAC). The new pool will connect to the existing GAC and provide 19 additional short course lanes and 8 long course lanes. It will serve myriad uses, including providing increased pool time/swimming lanes for GAC members, clubs and high school teams. The 4th pool will also create additional opportunities for members to participate in exercise, fitness and therapeutic classes, swim and water safety lessons and general recreational swimming. The 4th pool is projected to open in June of 2019.

In addition, Phase II of construction on the Steven Tanger Center for the Performing Arts is well under way. Progress can be viewed on the 'construction camera' link on tangercenter.com. The 3,000-seat, state-of-the-art venue will be managed by the staff of the Greensboro Coliseum Complex and is scheduled to host 150 events per year.



South Carolina

COLUMBIA - The Columbia Metropolitan Convention Center in Columbia, SC recently installed a new Lactation Station, providing a private space in the building for nursing mothers. The station, located in the lower level of the convention center, has USB ports, electricity, ventilation, can be locked and is in close proximity to a women's restroom.

The CMCC partnered with local entity Lexington Medical Center, who sponsored the venture, because there was a need for both visitors and staff.

"Lexington Medical Center delivers more babies than any other hospital in the Midlands and provides comprehensive care for women in all stages of life. Our hospital recognizes the importance of breastfeeding for new mothers and their babies," said Nydia Harter, MSN, RN, NE-A, BC, director of Women and Children Services at Lexington Medical Center. "We're proud to lend our support to this project that helps make breastfeeding easier and more convenient for women in our community."



Tennessee

KNOXVILLE - SMG Knoxville Receives Advocate Award at 2018 Diversity Business Awards Ceremony

The City of Knoxville's Purchasing Department honored five small, woman-and minority-owned businesses as leaders at the third annual Diversity Business Enterprise (DBE) Awards Ceremony on Wednesday, Sept. 19, 2018. The awards also saluted City departments committed to reaching out to DBEs with procurement contracts. Every year, about \$50 million is awarded in City contracts, and roughly 1 in 3 City dollars spent in competitively-bid contracts went to small businesses in the last fiscal year. "That's no accident," said Deputy Finance Director Boyce Evans. "We know that small businesses help drive our local economy, and the City's Purchasing Department is always eager to work with local DBEs to help them understand the specific contracts coming up for bid and what's required to bid.

Meanwhile, SMG Knoxville was presented with the Advocate Award for their commitment to outreach to women-and minority-owned businesses. "Strengthening our local economy has always been important to us," said SMG Knoxville General Manager Mary Bogert. "Our farm-to-table initiatives focus on acquiring goods within a 90-mile radius. I can't think of a more delicious way to benefit our community."



Pictured left to right: City of Knoxville Mayor Madeline Rogero, SMG Knoxville Director of Operations Jason Bourgoyne, Assistant General Manager of Knoxville Civic Auditorium & Coliseum Mitchell List, and Deputy Finance Director Boyce Evans

Virginia / Washington / Maryland

CHESAPEAKE, VA - New Addition to Chesapeake Conference Center



Samantha Julien is the creative whiz Chesapeake Conference Center calls their Marketing and Events Coordinator. With her goal of showing the beauty, poise, strength and faith of everyone we come in contact with, she focuses on solving complex problems through our authentic branding and attention to detail. With Sam being someone who wears her heart on her sleeve, while striving to make every client have an outstanding experience, working for such a community driven venue was an easy position for her to fill.

Graduating from Waukesha County Technical College, Sam furthered her education at Milwaukee Institute of Art and Design where she learned endless skills towards her career. Upon graduation her career path lead her to work for the Professional Bull Riders in Colorado before relocating to the heart of Hampton Roads where she has worked for East Beach Sandwich Company, Zeiders Enterprises, Inc. and United Way of South Hampton Roads.

While Sam is a homegrown Wisconsinite who has a love for cheese and roots for the Green Bay Packers, she cannot stay away from branching out and learning about what South Hampton Roads really has to offer. From paddle boarding to Volleyball, she has adapted well to the beach life, and loves to learn more every day about the area.

PETERSBURG, VA - Spectra to Make a \$10,000 Donation to Virginia State University

On October 18th, Spectra Venue Management, the managers of the Virginia State University (VSU) Multipurpose Center, presented a \$10,000 donation to VSU to be used as a scholarship for a student in the sport management or hospitality programs at VSU. The Virginia State University (VSU) Multipurpose Center is a state-of-the-art multipurpose venue located on the campus of Virginia State University in Petersburg, VA. The arena is able to seat more than 6,000 guests, making it the largest events venue located south of Richmond in the state of Virginia. The amenities-packed arena serves as a full entertainment facility hosting athletic events, commencements, live concerts, family shows, trade shows, and more. VSU Multipurpose Center is home to the VSU Trojans Basketball and Volleyball teams and managed by Spectra.



Pictured left to right: Victor Landry, Spectra General Manager of VSU Multi-Purpose Center; Trent Merritt, Spectra Regional Vice President; Makola Abdullah, Ph.D., President of Virginia State University; Mike Fryling, Spectra District General Manager; and Dale Mason, Virginia State University Director of Auxiliary Services and Enterprise Risk Management

RICHMOND, VA - The publishers and editors of *ConventionSouth*, the national multimedia resource for planning events in the South, has named the Greater Richmond Convention Center as a recipient of a 2018 Readers' Choice Award.



"*ConventionSouth* readers and fans have voted to decide the best meeting sites in the South, and it is no surprise to us that Greater Richmond Convention Center has been selected to receive our annual Readers' Choice Award," said *ConventionSouth* 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 Greater Richmond Convention Center indeed displays the commitment to professionalism, creativity and service that they require."

"Our staff is always trying to provide the best customer service in the industry. I am sure that dedication helped lead to receiving this award," said Michael Meyers, Spectra's General Manager at the Greater Richmond Convention Center.

Throughout the year, meeting professionals nominated the meeting sites they believe provide exemplary service for group events for the Reader's Choice Awards. The nominated sites were then compiled onto an online ballot where meeting professionals and fans are asked to vote for the best of the best. More than 7,000 voters participated in the selection process.

Since the awards' inception in 2001, this is the second time that Greater Richmond Convention Center has received the award.

Allied Member News

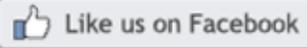
NASHVILLE, TN - EventBooking Concludes EB Live 2018, Annual Client Conference

EventBooking, a software company specializing in online venue management & booking tools for convention centers, arenas, and performing arts centers, recently concluded their annual client conference, EB Live. This year, EB Live was hosted in Nashville at Music City Center and garnered the attendance of venue managers from across the US. The team at EventBooking hosts EB Live every year to equip their clients with new workflow ideas to streamline their event processes-contributing to the venue's long-term success. "But we like to have fun along the way too," says Steve Mackenzie, President of EventBooking. This is perhaps most apparent in the recap video of the conference, which depicts the popular sights of Nashville and an impromptu dance sequence that broke out during the closing night of EB Live. "The most valuable part of EB Live is spending time with the talented venue professionals we're privileged to serve every day," said Kayln Denniston, a Client Success Manager at EventBooking. EventBooking serves over 900 venues worldwide with a 99% customer satisfaction rating, based on regular client polls.



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