



# INTERNATIONAL ASSOCIATION OF VENUE MANAGERS REGION 5



## A letter from the Director

Greetings Region 5 Members!

December always presents an opportunity for me to reflect upon the past year and contemplate the upcoming year. It's an opportunity for many of us to be with family and think about how it changes over time. For me, I've gained a wife and a son-in-law in the recent months and I couldn't be happier. We've also got at least one change to our Region 5 family at the Raleigh Convention Center. So as you think of family this time of year, think of Kerry Painter making the move from Tulsa, Oklahoma to Raleigh, North Carolina. I have no doubt that her talents, experience and the hint of a Canadian accent will be well received in the South when she assumes her new responsibilities as General Manager and Director of the Raleigh Convention Center Complex on December 18th.



Kerry Painter, CVE, CEM, CMP, VMS Instructor Extraordinaire



Lynne and Courtney Dyer

Best Wishes to you and yours,

W. Courtney Dyer, CVE

December 1, 2018

## **SAVE THE DATE!**



## Region 5 IAVM Job Postings

**Classic Center (Athens, GA) - Ticketing Services Manager:** The Ticketing Services Manager is a full time position and is essential in the daily ticketing operations within The Classic Center. Responsibilities include communication with clients, for both internally and externally promoted events, to determine needs in a professional, detail-oriented manner. Ticketing Services Manager is acting supervisor of part time Ticketing Services Supervisor, as well as, part time Ticketing Representatives. Position interviews, schedules and hires part time staff, as well as monitors performance to provide ongoing professional development. This position will support the department to execute ticketed and non-ticketed events. Administrative duties include advanced reporting, preparation of monthly and/or event related settlement paperwork, processing invoices, managing balances and monitoring system payments.

Ticketing experience preferred. Send cover letter and resume before September 14 to Christina Garmon at [christina@classiccenter.com](mailto:christina@classiccenter.com).

**Pensacola Bay Center (Pensacola, FL) - Senior Marketing and Sales Manager:** SMG, the leader in privately managed public assembly facilities, is seeking an experienced individual to join a dynamic team at the Pensacola Bay Center to promote all concerts and shows coming to our venue. We are looking for a knowledgeable and passionate music lover who is resourceful, motivated, committed, innovative, and approaches everything with a positive attitude. Senior Marketing and Sales Manager will be responsible for marketing concerts and shows at Pensacola Bay Center including working with media partners, creating social media content and promotions, implementing creative ideas to support artist and tour marketing efforts, driving ticket sales and working with the Business Development Manager to continue developing Pensacola Bay Center brand.

For a full job description and application information, visit the employment page at [pensacolabaycenter.com](http://pensacolabaycenter.com) or [smgworld.com](http://smgworld.com).

**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](http://www.richmondcenter.com).

**Music City Center (Nashville, TN):** The Music City Center is currently looking to fill the following positions:

- Housekeeping
- Sales Assistant
- Security and Parking Officer
- Setup Staff
- Sous Chef 1
- Sous Chef 3

For job descriptions and information on how to apply, please visit [www.nashvillemusiccitycenter.com/about/job-opportunities](http://www.nashvillemusiccitycenter.com/about/job-opportunities).

**Please submit any job postings to [iavmr5@gmail.com](mailto:iavmr5@gmail.com)**

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## Alabama

Please submit your news to [iavmr5@gmail.com](mailto:iavmr5@gmail.com)

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## Puerto Rico

**SAN JUAN** - The "#Cholimoments 15th Anniversary Campaign" was launched recently. It



invites our guests to post photos taken during an event in Coliseo, using #cholimoments, with the possibility for each contestant to win tickets for an upcoming event at Coliseo. The public response has been great, as an average of 103,406 people were reached within three sponsored posts uploaded to the Coliseo's Facebook and Instagram pages. The winners were greeted the day of the concert in the VIP entrance and escorted to their seats in section 114. The Coliseo recorded participants' experience and their invitation to people to participate, and both videos had a total reach (including paid and organic) of 23,998.

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## Florida

**NAPLES - Weiss/Manfredi Design Revitalizes Artis-Naples Cultural Campus**

The Future-Forward Campaign for Cultural Excellence is focused on four key areas: reimagining the Kimberly K. Querrey and Louis A. Simpson Cultural Campus, embracing artistic and community initiatives, growing the permanent collection for The Baker Museum and substantially increasing endowment.

In January 2018, Artis-Naples announced a bold, multi-year Master Plan designed by New York-based Weiss/Manfredi Architecture/Landscape/Urbanism for the Kimberly K. Querrey and Louis A. Simpson Cultural Campus. The organization also provided an update on its Future-Forward Campaign for Cultural Excellence. To date, more than \$60 million has been committed toward the effort, including \$50 million from the Artis-Naples Board of Directors.

The campaign goal is currently \$75 million. The campaign focus now shifts to capital projects, with \$25 million launching the Repair and Expansion project.

Elements of the complete Master Plan include ascending outdoor terraces with welcoming green space, which create a social heart of the campus, as well as new interior spaces for social interaction, performance and learning. The design enhances Artis-Naples' ability to fulfill its multidisciplinary mission by creating a connected campus conducive to the visual arts, performance and education.



The first project of the Master Plan is the repair and expansion of The Baker Museum. The Baker Museum has been closed since September 6, 2017 due to water intrusion and damage to the facade sustained from Hurricane Irma and the storms of 2017. The design for the Museum ensures resistance against future storms while expanding to launch the vision of the Master Plan. The removal of the glass dome-shaped Figge Conservatory allows for a larger lobby, relocation of the museum store, museum ticketing and a reference library.

For more information on this exciting development, visit [www.artisnaples.org/about/future](http://www.artisnaples.org/about/future).

#### **GAINESVILLE - The Stephen C. O'Connell Center Hires Assistant Director of Production**



On October 31st, the Stephen C. O'Connell Center officially announced Oscar Bergeron-Oakes as its Assistant Director of Production. Oscar has been with the O'Connell Center since January 2014 and served in several different roles. Oscar worked his way through the supervisor program in the Technical division early in his tenure, and in September 2016 was hired as the O'Connell Center's Production Manager. In addition to his full-time work duties, Oscar is working on his MSD at the University of Florida.

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## **Georgia**

**ATLANTA - Georgia World Congress Center Authority**

**GWCCA Hires New Director of Client and Guest Services** - Experienced hospitality professional (and IAVM member) Melinda Buchanan joins the Georgia World Congress Center Authority (GWCCA) on Dec. 3 as the organization's new Director of Client and Guest Services.

With more than 25 years of experience in hospitality and 18 years of experience in the events and tradeshow industry, she comes to the GWCCA after most recently serving as Director of Event Management at Sands Expo in Las Vegas.

In addition to her IAVM membership, Buchanan is also a member of International Associations of Exhibitions and Events (IAEE), and Meeting Professionals International (MPI) as well as having her Certification in Exhibition Management (CEM). She was the recipient of the Las Vegas Convention and Visitors Authority's Ambassador of Courtesy award voted on by her peers, for outstanding customer service and convention commitment.

**New CPR Kiosk Debuts at The Georgia World Congress Center** - Visitors to the Georgia World Congress Center Authority (GWCCA) campus - along with staff and partners - can get a crash course on life-saving using the new Hands-Only CPR training kiosk at the Georgia World Congress Center's (GWCC) Building B lobby.



The American Heart Association (AHA) operates Hands-Only CPR kiosks in high-traffic places and this is metro Atlanta's third kiosk location, with two others located at the Home Depot's Store Support Center in southeast Cobb County and at Hartsfield-Jackson International Airport. According to the AHA, cardiac arrest remains a leading cause of death in the United States and more than 350,000 cardiac arrests occur outside of the confines of hospitals every year. Over 20 percent occur in public places like airports, casinos, sporting facilities, workplaces and convention centers. With more than three million visitors coming to the GWCCA campus annually and over a million visiting the convention center, this kiosk will give visitors and team members the opportunity to learn a vital live-saving skill.

Here's how it works: The kiosk features a touch screen with a video program that provides a brief introduction and overview of Hands-Only CPR. With the help of a practice manikin, or a

rubber torso, users receive a practice session followed by a 30-second test. Once the test is complete, the kiosk gives feedback about the depth and rate of compressions and proper hand placement - factors that influence the effectiveness of CPR. The entire training takes about five minutes.

**GWCCA's Mark Geiger Reappointed to Digital Signage Expo Advisory Board** - Mark Geiger, the Georgia World Congress Center Authority's Advertising Sales Manager of Products and Services, was appointed to a fifth term serving on the Digital Signage Expo (DSE) Advisory Board.



According to the DSE website, "the Advisory Board serves as the consulting arm of DSE, providing insight and guidance for the show to ensure it maintains the correct focus in this ever-changing industry. The Advisory Board consists of industry professionals, covering nearly every corner of industry, ranging from retailers and restaurants to digital out-of-home network operators and content providers."

At the GWCCA, Geiger's responsibilities include convention/trade show sponsorship and utilization of the convention center's extensive and growing digital signage network he helped create in 2008.

As a DSE Advisory Board Member, he participates often in the expo's online As the Board feature: [www.digitalsignageconnection.com/ask-the-board-november-19-2018-mark-geiger](http://www.digitalsignageconnection.com/ask-the-board-november-19-2018-mark-geiger).

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## Louisiana

**NEW ORLEANS** - Matthews Southwest Hospitality, LLC, a national hospitality industry developer based in Dallas, TX, today released an initial conceptual design of the proposed headquarters hotel that would be attached to the New Orleans Ernest N. Morial Convention Center, giving the public a first glimpse at the proposed exterior of the \$558 million addition to the city's hospitality inventory. In addition to Matthews, the Project team includes Preston Hollow Capital, Provident Resources Group, The Convention District Development Associates and Omni Hotels & Resorts.

Plans call for the 1,200 room Omni Hotel to be located on Ernest N. Morial New Orleans Exhibition Hall Authority/State-owned property connected to the Convention Center. Omni Hotels & Resorts is a market leader in the operation of Convention Center hotels in the US, with the addition of 5,500 rooms since 2010 in markets such as Dallas, TX; Nashville, TN; Louisville, KY; and Ft. Worth, TX. The luxury brand currently has Convention Center hotels under construction in Boston, MA, Oklahoma City, OK and soon-to-be Ft. Lauderdale, FL. Negotiations between the Authority and the Project team are in their early stages and are expected to be completed by early next year.

According to an independent analysis commissioned by the Authority, the new headquarters hotel will begin generating an annual economic impact of \$282 million, \$18 million in new taxes for the City of New Orleans, \$6 million for the State of Louisiana, as well as supporting over 1,900 new jobs. The new hotel will complement the current redevelopment of Convention Center Boulevard into a pedestrian-friendly outdoor arts and entertainment area, further stimulating additional private investment in dining, residential housing, and retail development.

**NEW ORLEANS - New Orleans Ernest N. Morial Convention Center Names Maria Joe as Event Manager**



Maria Joe has been named Event Manager at the New Orleans Ernest N. Morial Convention Center - the sixth largest convention center in the nation. In her new capacity, she will be responsible for managing all aspects of the event planning process. As a liaison between the Center and clients, she will guide new clients through event preparation and show set-up, monitor in-house events and oversee all related activities for her clients to ensure successful events.

Joe brings more than 11 years of event management experience with the Pennsylvania Convention Center Authority where she served as an Event Manager. In her former role, she managed services for events in Pennsylvania, ranging in attendance from five to 200,000 people. As a Meeting Manager at Fernley & Fernley, Joe's most recent role before joining the New

Orleans Ernest N. Morial Convention Center, Joe handled all aspects of event management such as venue, vendor, transportation, and operational logistics.

"We look forward to drawing on Maria's experience in order to continue the proud tradition of excellent customer service here at the New Orleans Ernest N. Morial Convention Center," said Donna Sakelakos, Director of Events.

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## **Mississippi**

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## **North Carolina**

### **DURHAM - DPAC Welcomes Its 4 Millionth Guest**

On Wednesday, November 7th, DPAC welcomed its "Special 4 Millionth Guest." The winner, Dawn Bland of Durham, was nominated for this honor based on her significant contributions to the Triangle community.

As DPAC's "Special 4 Millionth Guest," Dawn was treated to a "VIP Night Out," which included a pair of tickets to *Hamilton*, a pre-show dinner for two at NanaSteak, and a one-night stay at Aloft Downtown Durham. Dawn also received a special welcome to DPAC, complete with a red carpet entrance and champagne toast.

"I am completely thrilled to be the 4 millionth guest at the DPAC," says Dawn Bland. "I have had so many memorable experiences and friendships built because of what the DPAC provides. It is such a gift."

Dawn Bland has been an active member of Porch Durham, Durham First in Families, the Independent Animal Rescue, Communities in Schools, and the Autism Society of North Carolina.



In its first ten years of operation, DPAC has entertained more than 4 million guests with more than 2,000 events, and has become known regionally and nationally as one of the nation's top live performance venues. Constructed and owned by the City of Durham, DPAC has generated \$658 million in total economic impact since opening. Operated under the direction of Nederlander and PFM, DPAC opened its doors on Nov. 30, 2008 and just celebrated its 10th birthday.

"We have a lot to celebrate as we look back upon our first ten years - and as we look forward to many more successful years, our top priority will be making sure our guests have an amazing experience every time they come to DPAC," said General Manager Bob Klaus. "We are so grateful for the support from fans of Broadway, concerts, comedy and other special live events; the amazing talent of the performers who grace our stage; and the hard work of our staff volunteers for helping us have such an incredible first decade."

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### **South Carolina**

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### **Tennessee**

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**Virginia / Washington / Maryland**

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**Allied Member News**

**NASHVILLE, TN** - EventBooking - a software company specializing in online venue management and booking tools for convention centers, arenas, and performing arts centers - made the Top 10 Best Company Cultures in the 2018 Tennessee Tech Census. The census asked hundreds of tech founders, employees, investors, and other leaders from Chattanooga, Knoxville, Memphis, and Nashville to weigh in on the growing tech communities they call home.

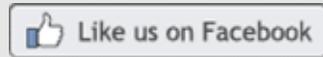
EventBooking's latest software development, [VenueOps](#), is designed to manage sales, booking, contracting, resource allocation and management, event production, event financials and more. It's compatible across all browsers and mobile devices.

The full report of the 2018 Tennessee Tech Census can be found here: [http://bit.do/tn\\_tech\\_2018](http://bit.do/tn_tech_2018)



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