



Newsletter

Colorado New Mexico Oklahoma Arkansas Texas Kansas Mexico

December 2018

A Message From Kerry Painter, Outgoing Region 6 Director

As this is my last note to you all, I wanted to say it has been my great pleasure to serve as your Region 6 Director for the past two years. From the first moment, I was astounded at how engaged all of you are in volunteering not only your time and talents but also wishing to show off your venues and cities for conferences and gatherings. No call out for help ever went unanswered. Your passion for our industry and this region of the country is most evident and will keep us growing and engaging with each other in such amazing ways.

Region 6 has had a strong year in 2018. The conference in Padre Island (attended by more than 100 of our colleagues and vendors) set us up for a year of success with new ideas and contacts. This coming January's Future Leader's Conference in Amarillo will be going into its second year aimed at developing our next generation of leaders. Be sure to look into attending! We also added an Allied member to the Board to give a broader voice to all who shape IAVM, collectively we gave out 10 stipends to the Padre conference to help more people attend, and provided two scholarships to VMS through our fund raising efforts. For some, it has been a tough year as they continue to recover from weather related issues and new safety protocols. Our collective thoughts will continue to be with you as you move forward.

The Board of Region 6 is dedicated, creative, and always open to hear from you. From newsletters to conferences the driving intent is to improve your professional knowledge, best practices and continued learning.

As I depart for North Carolina and Region 5, I wanted to let you know that you are in very good hands with the incoming leadership of Jeff Davis. He is a dedicated passionate leader who will represent 6 well. Thank you for the opportunity to get to know our members on a deeper level, thank you for the friendships and advice both professionally and personally. I miss you already...

The Board and I wish you all a very happy and prosperous New Year!

Kerry Painter, CVE/ CEM/CMP



MAKE YOUR MARK
IAVM Region 6 Future Leaders Conference 2019

You are invited to #MakeYourMark at the IAVM Region 6 Future Leaders Conference 2019!

When: January 14-16, 2019

Where: Amarillo Civic Center Complex in Amarillo, TX

How: [Register online here!](#)

- ★ Professional development
- ★ Educational sessions
- ★ Venue Tours
- ★ Networking opportunities
- ★ 'Live' Trained Crowd Manager
- ★ And More!



Be sure to follow IAVM Region 6 on social media!

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American Airlines Center Introduces the Terrace Taproom New Food and Beverage Concept to Exclusively Feature Local and Craft Beer



American Airlines Center officials announced today a new unique food and beverage concept in the Center. The Terrace Taproom at American Airlines Center will expand the already vast variety of beer around the center, featuring a rotating menu of only local and craft beer.

The Terrace Taproom is located on the terrace level and will provide fans a refreshing beer garden setting to enjoy an expansive variety of local and craft beers. The Taproom will also feature several unique food items including a jalapeno cheddar sausage topped with an avocado aioli and a classic bratwurst topped with brown mustard. The Terrace Taproom will be open to all guests, but is the first concept of its kind located on the terrace level.

“The Terrace Taproom was created to provide a fun and casual place for our guests to enjoy a variety of beer options not currently available on our Terrace level,” said Dave Brown, COO of American Airlines Center. “It will be a great place to meet friends and hang out pre-game and during game breaks.”

Upon entry, guests will be greeted by a 4-ft tall LED “BEER” sign. The renovated space will feature a floating pergola, white-washed brick, wooden table tops, and copper counter tops to create a patio-like feel. The Terrace Taproom is located near section 305, and is open at all American Airlines Center events.

Off Duty Services reminds you to review, update and test your current business continuity plan heading into the New Year

As we wrap up 2018 and head into a new year, the team at Off Duty Services would like to take a moment to remind venue management professionals across the industry to revisit and review their current business continuity plans and processes. The end of the year is a great time to get a head start on strategic planning for the coming year.

Business continuity plans are crucial to the resilience of a business by mitigating risk and allowing for response and recovery. Having an up to date plan in place if disaster strikes can quite literally save lives, mitigate financial loss, protect your brand and enhance the overall confidence in the health and safety of your organization.

Incident response plans should be reviewed continually and tested often. As well as, conducting table tops exercises for various scenarios once a year. It is also good practice to make connections with your local first responders, so in the event of being dispatched to your facility they will be familiar with your building’s layout and personnel.

Off Duty Services has played a key role in the business continuity for several businesses affected by natural disasters in recent years. When Hurricane Harvey rocked the Texas and Louisiana coastline, ODS assisted with emergency response efforts for our customers, and provided security at locations that became make shift shelters for displaced residents at venues across Houston. Most recently, ODS provided security services to customers in the Carolinas after Hurricane Florence brought record flooding to the area.

Whether you are a large corporate company or a small business enterprise, a well-executed continuity plan can be a game changer when mitigating risks for your company. Is your venue prepared for unforeseen incidents that could affect your day to day operations?

Venue Management School Scholarships Available and Application Deadline Approaching.

See bottom of this newsletter for details!

UIL State Volleyball Tournament Hits Record Numbers Again at the CCC



In November, 24 teams traveled a total of 4,400 miles from around the state of Texas to battle for the volleyball state title at the Curtis Culwell Center. Six state champions were crowned over the four days of competition. For the second year in a row, the tournament yielded a recorded number of ticket sales and gross revenue for the UIL.

Badshah and Aastha Gill in the CCC house.



Indian rapper and music composer Badshah rocked the CCC stage with his special guest Aastha Gill. With millions of views on YouTube, Badshah was a hit with the youth attending the concert.

Hy-Vee Arena's First-of-a-Kind Renovation Saves \$1 Million Due to Alternate Design Approach



Hy-Vee Arena, an iconic entertainment venue in Kansas City formerly known as Kemper Arena, was recently renovated to become the nation's first multi-level amateur sports and entertainment complex. The \$39M conversion repurposed the venue into a first-of-its-kind space with 12 full-sized hardwood courts and a 350-meter track, along with fitness, training, retail shopping, dining, gaming, and recovery spaces all under one roof. To achieve the revolutionary vision for the space, the renovated space needed to accommodate more people on competition courts than it was originally designed to hold. This was made possible thanks to the addition of a complete second floor that was inserted at the previous upper deck level of the arena. To achieve the split bowl would ultimately require approval from the city board for a code modification.

Henderson Engineers' Director of Life Safety and AVSS faculty member, **Paul Villotti**, led the process to find an innovative solution that would not require an application of spray applied fire resistant materials (SFRM) on the massive amount of steel supporting the newly-constructed second floor of the arena. Villotti and colleague **Bob Renton**, Henderson's Director of Forensic Engineering, presented a reasonable, detailed, and equivalent safety scheme to the code board that saved Fouch Brothers — owners of Hy-Vee Arena — approximately \$1 million on the project and helped to keep the project timeline on schedule. The new Hy-Vee Arena can now accommodate over 10 times the athletes compared to the original space. The famous arena in Kansas City's historic West Bottoms district celebrated its grand reopening on Oct. 5.

AT&T Performing Arts Center Is Growing!

Center Is Looking To Fill Key Operation Positions

The following key positions are open:

Front of House Manager: manage all front-of-house operations including volunteers, ushers, ticket takers, customer service and patron safety

Director of Facilities: oversee facility maintenance and life safety systems of all buildings including a 10 story high rise

A/V Manager: manage all audio and visual components for all theaters, lobbies and ancillary space. Strong video knowledge required

Technical Coordinator: supports the technical needs of the Center's events. Ensures equipment is available and in order. Responds to customer A/V needs

Lighting Manager: manage all theatrical lighting equipment, fixtures and consoles. Designs on occasion

The Center's mission is to provide a public gathering place that strengthens community and fosters creativity through the presentation of performing arts.

The Center's culture is to focus on the values that guide its people's actions. The Center's Core Values are to passionately pursue our mission by being:

Achievement Focused – Committed to the advancement and cultivation of the performing arts in Dallas

Community Minded – Actively fostering and participating in meaningful community interactions

Customer Service Driven – Dedicated to the service of internal and external constituents so that all want to return

Flexible – Willing to change to achieve results

For details please go to: <https://www.attpac.org/about/careers-at-the-center/>

COX BUSINESS CENTER ANNOUNCES NEW ASSISTANT GENERAL MANAGER AND DIRECTOR OF SALES AND MARKETING

The Cox Business Center is pleased to announce **Angie Teel, CMP**, as the Assistant General Manager. Teel joins the venue from the **St. Charles Convention Center** where she has acted as a Director since 2011. She has over 10 years of venue management experience and is a Certified Meeting Professional (CMP). In her new role, Teel will coordinate daily activities in the downtown venue with various departments and work to continuously improve the reputation and award-winning standards of the Convention Center and interject best industry practices into the day-to-day operations.



Teel studied International Business at Missouri State University before beginning her career in events. She is an active member of the International Association of Venue Managers (IAVM), and has chaired numerous committees and served as Region 3 Director (2015-2017) and on the Board of Directors Executive Committee (2016-2017). She specializes in special events, venue safety and security, tradeshow and corporate meetings.

“The enthusiasm and passion for great events and guest experiences at the Cox Business Center is something I share,” said Angie Teel, CMP. “I’m looking forward to getting to know the entire team and Tulsa better, and to contribute to the outstanding impact the venue has on the City and everyone who steps inside.”

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Michael Farr, CASE, CGMP, has been appointed the Director of Sales and Marketing. He will be responsible for generating direct revenue and maximizing awareness for the national award-winning venue in downtown Tulsa.



Michael joins the SMG managed facility from Hyatt Regency Tulsa where he was the Senior Sales Manager. A Bartlesville, Oklahoma, native and **University of Oklahoma** alumnus with over 18 years of industry experience, Michael is an active member of the Professional Convention Management Association (**PCMA**) and is a Certified Associate Sales Executive (CASE) and a Certified Government Meeting Professional (CGMP).

In his new role, Michael will focus on attracting conventions, meetings, trade and consumer shows, and coordinating sales programs with VisitTulsa and the Tulsa Sports Commission, as well as key hotel partners to generate economic impact for the community.

“We’re thrilled to have Michael join the SMG Tulsa team,” said **SMG Tulsa General Manager Jeff Nickler**. “He shares our passion for the city and the venue, and is the ideal Director to draw new attention to both.”

Amarillo Civic Center Complex Welcomes New Event Supervisors

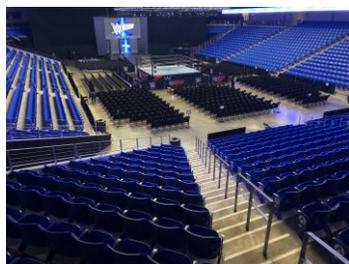


Jen Williams joined the ACCC as an Event Supervisor in October. Williams graduated from Amarillo College with an Associate Degree in Music Piano Performance. She has experience in event planning, concert promotion, management, and has a passion for the industry. With this new position, Williams wants to continue developing her facility management skills and incorporate her experience to help create a vibrant and cohesive team to continually grow the great reputation of the Amarillo Civic Center Complex (ACCC).



Delores Reyes joined the ACCC as an Event Supervisor in October. Reyes studied choir and theatre in high school, and continued to major in Theatre at Amarillo College. She hopes to grow in the venue industry and learn more about a variety of events. Reyes loves to go to movies and spend time with her two beautiful daughters when she is not working at the ACCC.

WWE LIVE RETURNS TO ARLINGTON AT COLLEGE PARK CENTER FOR THE THIRD TIME



WWE, the world's largest professional wrestling company, returned to Arlington with the WWE Live at College Park Center for its final 2018 Texas event. The WWE LIVE Holiday Tour on Sunday, December 2 had Superstars deliver a fast-paced, action-packed night of family-friendly fun. The thousands of passionate fans shouted and cheered-on their favorite stars from Smackdown Live including the No Disqualification WWE Championship match with AJ Styles vs Samoa Joe and the United States Championship Match Rusev vs Shinsuke Nakamura and Charlotte Flair vs Asuka, along with other superstars.

"The WWE LIVE Holiday Tour, an evening with wrestling fans, was the start of a fun, family-friendly holiday month," says Keith Schobert, director of College Park Center. "We have additional events booked for a busy holiday season including intercollegiate basketball games and the University of Texas at Arlington's fall commencements."

"It has been a fruitful year here at College Park Center and Texas Hall," says Jeff Davis, CVE, CVP, CMP, executive director of UT Arlington Special Event Facilities. "We're pleased with a wide number of events in 2018, including Maverick Speaker Series with Graham Hill & Terry Crews, Rock N' Worship Roadshow, WNBA Dallas Wings, WWE Live, Men's and Women's Basketball, the Homecoming Bash, along with university commencements, high school graduations and more. We are looking forward to 2019, with a large variety of events expanding in our venues."

The Dichotomy of Leadership

Sean Daly, Associate Professor
Johnson & Wales University – Denver

What kind of leader are you when you are pressured to make tough decisions? Do you make decisions that are in favor of your people or your organization first? This is a topic that is rarely approached during leadership training seminars, but directly impacts how you and your people will relate from that moment on. For hundreds of thousands of years humans have built an effective response system called fight or flight. This psychological response system was a key evolutionary development that helped us survive and develop into the powerful species we are today. As a leader it is up to you to help your people feel safe at work. When employees feel safe we are more creative, work harder, and report greater levels of satisfaction. These are all important components of what we'd call a highly effective organization. That said, as a leader you can you always protect your people from the situation?

Let's say you work as a regional manager for an international venue management company. This company either contractually operates a venue for a local community or owns and operates the venue as part of their overall portfolio. As the regional manager you've been tasked with consolidating assets within your region due to lack of performance and low to no profitability. As the regional manager you've spent more than 30 years working with many of the people who work in all the venues you manage. You pride yourself on the depth of the relationships you have with these people and would do anything to help them. Because of this you are loved and respected by them.

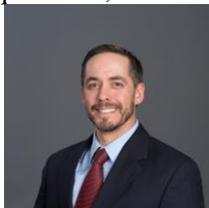
So, as a leader what will you do? If you don't find a way to make your region more profitable you are most likely going to be fired and replaced by someone who can. If you follow the directive many of the people you've worked alongside for years will lose their jobs. This is the ultimate **dichotomy of leadership**. As a leader you may not face this situation, but you will face other situations that ask you to make tough decisions that will challenge your relationship with your people and accomplishing organizational goals.

Recently I read a book called *The Dichotomy of Leadership* (Willink & Babin, 2018). In this book the authors (former Navy SEALs) present this and many other concepts that call upon leaders to think hard about how they will be an effective leader. As venue and event managers it is critical that we learn how to balance doing right by those we care about with what it best for our organization.

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The unfortunate part to this story is that you will have to let some people go or you will be replaced by someone who will. This is the nature of business and the complicated part of being a leader in business. I encourage you all to pick this book up and read it. Their perspectives can really help shed light on the difficult components to be a leader in today's venue and event management industry.

As always, if you have questions, comments, or would like to discuss this further, my contact information is below.



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Theatre at Grand Prairie (Formerly Verizon Theatre), an AEG Presents facility seeking Maintenance Manager

The Theatre at Grand Prairie is seeking a Maintenance Manager who will be responsible for the functionality of the venue, overseeing cleaning and maintenance, including HVAC and refrigeration systems. See details at this link and apply on line: https://www.aegworldwide.com/careers/jobs/AEGLV2072/maintenance-manager?gh_jid=4129134002

The Coolest Fest in the Southwest - WinterFest is Back for a Third Season



WinterFest successfully opened for a third season with a soft opening of the ice skating rink on November 17, to a record-breaking crowd of over 87,000 on November 18, with a televised parade, fanfare and special festivities in El Paso, Texas. The WinterFest ice skating rink and features were so successful in previous years, that the City's traditional long-running downtown holiday parade, tree lighting, features and festivities have been re-branded as "WinterFest." Destination El Paso's El Paso Live is once again hosting The Hospitals of Providence Ice Skating Rink, Providence Children's Hospital Life-Size Snow Globe, El Paso Electric's WinterFest Tree, Texas Gas Service's Warming Tent and Mini Donut Depot's Holiday Café in the downtown's Arts Festival Plaza outdoor venue. The skating rink and major features are open seven days a week through January 6, 2019 and are experiencing high attendance and sold-out skate sessions. WinterFest is FREE to SEE and \$8 to SKATE with ice skate rentals included. Discounted skate passes for military, teachers and first-responders among other discounts are also available.

Weekly ice-skating promotions for WinterFest include "**Military Mondays**," kicking off each week with half price on general admission skate passes for military and military children ages five and under with a valid military I.D. "**Chico's Tiny Tuesdays**" features two mini 25-minute sessions for children ages five and under at a reduced price. Parents, older children or guardians who skate with the "chico" child also receive a special rate. Patrons who donate a warm clothing item on "**Warm Wednesdays**" receive a free hot chocolate in the Holiday Café. Elementary through college students who bring a school I.D. or wear school jersey's or attire on "**Student Thursdays**" receive a skate discount. Every Friday is a party at the rink for "**Fiesta Fridays**" featuring special entertainment. El Paso Electric celebrates the season of giving with the "**No Coal for Christmas**" Toy Drive benefitting the Lee & Beulah Moor Children's Home from December 2-8 at the WinterFest ice skating rink where new toys are accepted, and donors receive one free skate session.

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WinterFest is quickly becoming a holiday family tradition in El Paso, bringing visitors from near and far, including Juarez, Mexico and beyond, making the event go “Winternational.” The festival was recently ranked the 4th Best Winter Vacation Destination in Texas (TripSavvy, November 2018). WinterFest is also attracting returning and new corporate sponsors which allows El Paso Live to enhance the festival with new features and décor each year. More information about skating, daily activities and festivities can be found at epwinterfest.com.

SMG-DESTINATION EL PASO SEEKS TO FILL VARIOUS POSITIONS

SMG, the leader in privately managed public assembly facilities has an immediate opening for the following positions at Destination El Paso featuring nationally recognized venues including: El Paso Convention Center, Abraham Chavez Theatre, Plaza Theatre Performing Arts Centre, McKelligon Canyon and Pavilion.

Sponsorship Manager *Position Summary:*

This position reports and works with the Assistant General Manager to develop, coordinate and manage all sponsorship activities related to all special event activities; shows/festivals, series that are either owned, co-owned, presented, or co-presented by Destination El Paso. This position is responsible for selling and managing event and venue sponsorships and high-level vendor partnerships.

Education and Experience: Must have a bachelor’s degree from an accredited four-year college or university. Marketing, Public Relations or related field experience is preferred. The position requires a minimum of two years previous experience with event management, including logistics and sponsorship procurement is preferred.

Senior Convention Sales Manager *Position Summary:*

Under general supervision the Senior Convention Sales Manager is responsible for enhancing economic growth in El Paso by marketing, promoting, and selling the destination as the best location for meetings, conventions, conferences, sporting events, tradeshow and special by working closely with meeting planners, event coordinators, events rights holders and organization leadership. In absence of the Director, the Senior Convention Sales Manager may provide leadership of the department.

Education and Experience: College education or equivalent combination of education and experience

Sports Sales Manager *Position Summary:*

Under general supervision the Sports Sales Manager is responsible for enhancing economic and social growth in El Paso by marketing, promoting, developing and coordinating meetings, conventions, conferences, tradeshow and special events for the city by working closely with meeting planners, event coordinators and executive directors.

Education and Experience: College education or equivalent combination of education and experience

For the complete job description or to apply, visit: <http://www.elpasolive.com/contact/jobs> or contact Emilio Velez, Human Resources Manager at: EVelez@destinationelpaso.com

Venue Management School Scholarships-Deadline Soon!!

The scholarship application deadline for Venue Management School (VMS) is coming up!

Applications are due December 31, 2018.

Region 6 is funding a two year scholarship for the Venue Management School (VMS) at [Saddlebrook resort](#) in Tampa, FL. It is scheduled for June 1-June 7, 2019. First year students are eligible for the scholarship which fully funds tuition, housing and taxes for both years of the program.

Those interested in attending the school and in need of scholarship assistance are encouraged to apply!

<http://www.iavm.org/vms/scholarships>.

In addition, Region 6 is providing a Graduate Institute scholarship. The Graduate Institute is scheduled for June 1-June 7, 2019 in Tampa, FL. The scholarship will cover the cost of tuition, housing and taxes. If you are interested in attending the Graduate Institute and in need of scholarship assistance please apply!

<http://www.iavm.org/vmsgi/scholarships>.



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Thank you newsletter contributors this month!

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- Holly Beal – Cox Business Center
- Paul Cathey – AT&T Performing Arts Center
- Sean Daly – Johnson and Wales University – Denver
- Holly Fields – Destination El Paso, Visit El Paso, El Paso Live
- Larry Fontana – AEG Presents Theatre at Grand Prairie
- Meredith Imes – Region 6 Scholarship Chair, United Supermarkets Arena
- Melissa Koehler – American Airlines Center
- Tyler Koonce - Henderson Engineers
- Han Owens – Amarillo Civic Center Complex
- Ragain Pace – Off Duty Services
- Ashley Peacock – Cox Business Center
- Emilio Velez – Destination El Paso, Visit El Paso, El Paso Live
- Pamela Webb – UTATickets, University of Texas at Arlington
- Kevin Welch – Curtis Culwell Center

Past Region 6 Newsletters: <https://www.iavm.org/regions/region-6-newsletters>