

SOUTH TOWNE



3rd Quarter Report for the South Towne Exposition Center

October 2016



Days of '47 Parade Float Preview drew thousands to STEC to look at the artful creations.

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76 Events Kept South Towne Crews Busy

Another record has been broken! There were 76 events during 3rd Quarter, surpassing last quarter's record-setting 73 events. The **Days of '47 Parade Float Preview** in July drew some of the largest crowds. Other open-to-the-public events included the **Hot Tub Swim and Spa Sale**, the **Rocky Mountain Gun Show**, the **Larry H. Miller 1,000 Used Car Sale**, the **RV Super Show**, **Piano Gallery Piano Sales Event**, **What a Woman Wants**, **All About Baby & Kids**, **Little Adventures Outlet Sale**, **Gem Faire**, **Crossroads of the West Gun Show**, **Utah Made Boutique**, **Utah PGA Merchandise Show** and the **Bridal Extravaganza**.

Meeting and training sessions continue to populate the South Towne calendar, including: **Life Leadership (x 13)**, **IATSE Local 838 Training (x 3)**, **3 Key Elements: Art of Mentoring**, **Utah Open Source Open West**, **Web.com WebWise Workshop**, **DeWalt Flex Volt Tour**, **Subaru of America New Product Training**, **Le-Vel Local**, **Tranont Regional Training (x 2)**, **Metrostudy Quarterly Housing Market Briefing**, **Worldwide Dreambuilders Second Look**, **Home Depot Women in Leadership**, **Marketplace Events Exhibitor Training**, **Aroma Tools**, **Share Success Training**, — *Continued Next Page*

Open West's 10th Annual Technology Conference

One of the largest community-organized open source technology conferences brought 1,500 professional technicians, hackers and young techies to South Towne mid-July. Due to the conference's growth over the past 10 years, it moved to the Expo Center to accommodate all of the events. There were classes and guest speakers on coding; website and graphic design; engineering; and game design.



EVENTS (continued from page 1)

Brilliant Solutions Group Leadership Events, Auto Owners Insurance Company Regional Meeting, Rich Dad Education Workshop, Big-D Construction Corp. Quarterly Meeting, Worldwide Dreambuilders Regional Rally, Start Up Elevated, Utah State Board of Education Assessment to Achievement, Waves of Truth Prophetic Encounter, Insurance Meeting and Howlin' with the Angels.

Conferences and conventions included: Red Sky Solutions Security, Nexxus Partner Independence, Hope Haven Energy Healing, Utah Division of Emergency Management *Utah Prepare*, FIRM Foundation 18th Book of Mormon Evidence Conference, Utah Association of CPAs in Business & Management, Church of God of the Prophecy Conferencia Antonio Bolinez and the Utah Health Care Fall Convention.

Expos included the Biz Games Tours, Associated Food Stores Bakery/Deli Food Show, LDS Booksellers' Association Vendor Showcase, Intermountain Professional Photographers Mountain West Imaging, Big Cottonwood Marathon & Half Expo and the Sandy Chamber Job Fair.

Miscellaneous events included the Taylorsville High School 10 Year Class Reunion, Utah State Bar Exam, Abby Lee Dance Company Master Class, a family reunion, Argosy University Graduation, a wedding reception, and the Mountain America Credit Union Employee Celebration.



Participants at the Biz Games Enjoy Foosball



Mountain America Credit Union Employees Party in Hall 4

Cultural Celebrations Bring Music, Dance and



Art to South Towne

The very first Utah African Festival

took place in August to promote and showcase African customs, heritage and traditions. It was an opportunity for people to learn more about various African cultures by experiencing their food, music, dance and other arts. The event also helped promote African-owned businesses that are operating in the Salt Lake City Area.



The **Utah Latin** **Expo** featured the

Latino culture, arts, food and talented performers. Thousands of people attended the event to enjoy games, giveaways, dancing classes, a kids' play area, hundreds of performers and fun activities for the whole family.

Visit Us At

www.southtowneexpo.com



Customer Satisfaction at 98%

The Customer Service Index for third quarter showed a nearly-perfect rating from those who completed the survey. Of the 76 events hosted, 38 completed the survey. Event planners are asked to grade the facility on such items as appearance, room sets, value and cleanliness. Sales staff, event managers and other personnel are also rated.

Capital Projects

The slurry seal and subsequent lane striping were completed on the roadways that parallel the east and west sides of the building. This project covered nearly 211,000 square feet of asphalt.

Recycling

Single stream recycling for the quarter was .35 tons. Cardboard was 1.1 tons. Beginning in October, the facility will increase its recycling efforts by partnering with Utah Food Services and PSAV, as well as working more closely with events to divert more material from the landfill.



S.O.A.R.

Service for Success/Outreach to Our Community/Awareness of Safety/Responsibility to Our Environment



Sterling Cly Gets Nod for Employee of the Quarter

Sterling Cly joined the South Towne Operations staff as a temporary employee not quite two years ago. He now works full-time during the day shift. He was nominated for the Employee of the Quarter by a fellow employee and selected by members of the Employee Action Committee. Sterling received a certificate and a gift card as part of the recognition and is now eligible to be considered for Employee of the Year.

Sales Efforts Reap Big Returns

July

- Hot Tub Swim Spa Sale
- Wedding Reception
- Nexus Partner Independence Conference
- Nelson Labs End-of-Year Celebration
- 2017 Rocky Mountain Antique Festival
- Big D Construction Quarterly Meeting
- Mary Kay Career Conference
- Calvary Chapel Christmas Service
- Ingenieria Transformacional Taller Basico
- IATSE Local 838 Training
- 2017 Bridal Extravaganza
- 2017 Food & Candy Expo
- Abby Lee Dance Master Class
- Sandy Chamber Job Fair [continued next page]



SMG is a worldwide leader in public facility management and hospitality services. Since 1977, SMG has contracted with 230 facilities around the world. The South Towne Exposition Center has been part of the SMG family since 2000.

www.smgworld.com

SALES (cont.)

July

- Marketplace Events Exhibitor Training
- Rich Dad Education Workshop
- Home Depot Women in Leadership
- 2018 Bridal Showcase
- 2018 Original Bridal Showcase
- Le-Vel Local
- 2017 Utah Women in Banking Conference
- 2017 Fair Housing Education Conference & Trade Show

August

- 2017 Salt Lake Off-road Expo
- 2017 Calvary Chapel Easter Service
- 2017 Juan Diego High School Senior Dinner
- Waves of Truth Prophetic Encounter
- 2017 New Consciousness Expo
- Utah Dental Association Salt Lake Area
- Energy Healing Conference
- 2017 Afortus Financial National Convention
- 2017 Wizarding Dayz
- 2017 Larry H. Miller 1,000 Used Car Sale
- 2017 Salt Lake Groomfest
- 2017 Utah Restaurant Association Pro-start State Championship
- Telemundo Health Fair
- Bedrock Quartz Caesar Stone Launch
- 2018 Crossroads of the West Gun Show

September

- Veteran Employment Fair
- 2017 Senior Expo
- Good Life LuLaPalooza
- 2017 Nicholas & Company Big Show
- Ultradent Products State of the Company
- Confidential Meeting
- 2017 SAGE Testing
- Life Leadership
- Tranont
- IATSE Local 838 Training
- 2017 Utah Health Care Assoc. Fall Convention
- 2017 STEM Expo
- Start Up Elevated
- Utah Health Care Assoc. Requirements of Participation
- Metrostudy Quarterly Housing Market Briefing
- Fit Con Sports & Health Expo
- Align BI Tableau Conference
- 2018 Foundation of Education for Generations Winter Palooza
- 2017 EDGE Success Global Conference
- 2017 Workers Compensation Fund Insurance Safety Summit
- 2018 May Kay Career Conference
- 2017 Red Sky Solution IT Security Conference
- World Wide Dreambuilders Regional Rally
- 2017 3 Key Elements: Present Yourself
- Crest Financial Holiday Party
- Independent American Party Presidential Event
- Infosys Technologies Employee Education Workshop



SMG/Salt Lake Employees Help Crisis Nursery

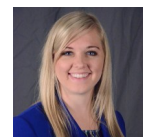
On July 5, about a dozen staff members from the South Towne Expo Center and the Salt Palace spent nearly the entire day at the Crisis Nursery in Sugarhouse cleaning up the playground area and doing an inventory of donated goods.

This was one of several community service projects selected by the Employee Action Committee.

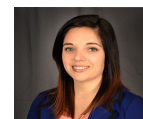
The Crisis Nursery is part of the Family Support Center. It offers free 24/7 drop-in services for children up to 11 years old. Parents who are feeling overwhelmed or have an emergency situation can leave their child up to 72 hours at the center.

Spotlight on South Towne Sales Staff

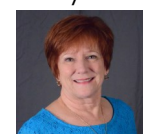
Sales continue to increase at South Towne with new outreach strategies and increased staffing. Sales Manager Sharlene Romero, who has held this position for the past five years, says the department continues to work on ways to build relationships with new clientele and provide a high level of customer service to repeat clients. Adding additional staff to the department has been key to the ever-increasing growth in sales. Jordyn Elwell now splits her office manager duties by working part-time as a sales manager. Sales Assistant Shelley Bills continues to take care of important account tracking paperwork and file management.



Sharlene



Jordyn



Shelley