

SALT PALACE



Calvin L. Rampton Salt Palace Convention Center 2nd Quarter Report

July 2016

Events and Sales Departments Merge in New Effort to Improve Client Services



In April 2016, the Salt Palace launched a new and innovative Event Services Department. **Jed Hansen**, Director of Events, and **Nikki Taylor**, Director of Event Sales, have teamed up to create this newly unified team.



Under the direction of General Manager Dan Hayes, the two Directors combined their Sales and Event Managers into one department. The purpose and goal of this new unit is to enhance internal and external communication processes, resulting in closer relationships between our valued clients and Event Managers.

This change includes two important elements: 1) introducing our Event Managers to our customers as soon as they commit to holding their event the Salt Palace, and 2) starting our communications and relationship building much earlier and then continuing it throughout the planning process. This new strategy aims to strengthen our potential for repeat clients and long-term partnerships with all of our customers.

INTRODUCING GOOGLE DRIVE

With the merger between Events and Sales, a new, streamlined method of communicating with clients has been developed. By placing all the documents, order forms, price lists and room set-up drawings in custom-made folders for each client in Google Drive, the process of accessing information is now simplified and uniform. This creative approach makes it possible for clients and Event Managers to view documents at the same time,

(See *Events*, Page 3)



National Disabled Veterans' Wheelchair Games Brings in Athletes from around the Country



Basketball was just one of the sports that filled the Salt Palace

“Best Event Ever”

Senior Event Manager Carolyn Barney has worked at the Salt Palace for the past 25 years. She has seen thousands of events pass through the facility, but none has touched her more than the Wheelchair Games. “It was my favorite show ever. I was so inspired by the athletes’ courage and determination. Our staff worked really hard to make sure these heroes had the best experience possible.”

Over 600 athletes participated in the Games which included a variety of competitions at several Salt Lake City-area venues. At the Salt Palace, spectators could enjoy basketball, soccer, softball, weightlifting, rugby, the climbing wall, 9-ball and other sports. Off- site, there were basketball games, bobsled, archery and more.

The Salt Palace continues to attract a variety of sporting and sports-related events. In the second quarter, the facility hosted the **Bike Utah Summit**, **USA Weightlifting Olympic Trials** and the **Golden Gloves National Tournament of Champions**.

Second Quarter saw several multi-level marketing companies return to the Salt Palace. Those included: **Stampin’ Up!**, **Mela-leuca** and **Young Living Essential Oils**. Conferences included the **American Physical Society**, **Utah Dental Association**, **American Oil Chemists Society**, **International Quilt Market**, **Acoustical Society of America** and the **National Speech & Debate Association Tournament**.



Trainings and seminars included **Derek Israelsen Photography**, **IATSE 99**, **Smith’s Store Leader Immersion**, **3 Key Elements: Art of Mentoring**, **NPACC Re-admission & Care Transition Summit**, **Relax the Back Annual Meeting**, **3 Key Elements: Master Your Influence**, **Institute for Brain Potential Seminar**, **Life Leadership**, **3 Key Elements: Present Yourself**, **3 Key Elements: Break Free Intensive**, **3 Key Elements: Royalty & Romance** and **Strongbrook Limitless**.

Several governmental-related events also took place, including the **State Democratic and Republic Parties’ nominating conventions**, the **BLM Coal Peis Scoping Meeting** and the **Governor’s Annual Energy Development Summit**.

Other events included **NUVO Dance Convention**, the **1-800 Contacts Lensy Awards**, **ETS**, **BOMA Utah Tradeshow**, **Entry-level Firefighter Testing** and the **Utah Best of State Awards Gala**.

Nearly 40 Events Secured during 2nd Quarter

RootsTech Booked through 2023

April

- International Conference on Ecology & Transportation 2017
- Utah System of Higher Education Counselor Conference
- Taking Care of Your Diabetes 2017
- Higher Education User Group Alliance Conference 2018
- 3 Key Elements: Master Your Influence 2017
- 3 Key Elements: Queen of the Kingdom 2017
- 3 Key Elements: Art of Mentoring 2017
- Domopalooza 2017
- Krone North America Dealer Meeting 2017
- USANA Annual Convention 2018
- USANA Annual Convention 2019
- USANA Annual Convention 2020
- LANDESK Sales & Marketing Kick Off 2017

May

- Rootstech Conference 2023
- Strongbrook Limitless Event
- Rootstech Conference 2018
- Rootstech Conference 2020
- Rootstech Conference 2019
- BLM Coal Peis Scoping Meeting
- What a Woman Wants Christmas Boutique
- Derek Israelsen Photography
- Aloha Spirit Productions 2017
- StartFest 2017
- Multicultural Youth Leadership Summit
- National Science Teachers Association Meeting 2019
- BioUtah Utah Life Science Summit

EVENTS (continued from page 1)

it eliminates the need to email attachments, folders can be shared among client teams, it reduces the need to print any documents and ensures all materials are received in a timely and systematic way. Google Drive is compatible with our SmartSheet system, as well as DocuSign, which was just implemented and available for executing contracts.

PERSONNEL CHANGES

The melding of the two departments has created new opportunities for staff. **Adam Small** was promoted to Senior Event Manager and **Bryant Larsen** has moved up from Administrative Assistant to Sales Manager.



Adam Small



Courtney Warczak



Bryant Larsen



Heather Muller

Heather Muller has filled the Administrative Assistant position and **Courtney Warczak** is the newest Event Manager, filling the position left vacant by Ernesto Flores' departure in May.

PROCESSES PUT IN PLACE

Future events are now being contacted to adopt the new Google Drive initiative. Additionally, Google Calendar will be used to alert clients of key deadlines for such things as deposits, insurance documents and approved floor plans.

Standardized email templates have also been created for Event Managers to share with clients throughout the contracting and planning phases of each event. The conversion is scheduled to be completed by October 1st.

SMG/Salt Lake Staff Members Continue to Give Back to Their Community

On Tuesday, April 26th, about a dozen employees from SMG/Salt Lake spent most of the day at the University of Utah Health Care Patient and Family Housing facility located on North Temple in Salt Lake City. The work crew tackled two projects — yard maintenance and painting a room in the facility. The facility's Lodging Manager wrote this about our staff's efforts:



"Your contributions and services are greatly appreciated by the staff, but most importantly, by the patients. The Meeting Room is not only for our staff meetings, but the guests use it for family gatherings and sometime individual quiet time. Also, outside groups, prayers, arts, etc., utilize that room. So the work that you have done makes the appearance of that space even better. We are also grateful for the landscaping you did. Words cannot express our gratitude."

The Employee Action Committee encourages all SMG/Salt Lake Employees to participate in the various opportunities that are available throughout the year.

The next project is slated for June 25 at the Crisis Nursery in Sugarhouse. We will be weeding, renovating part of the play area and taking inventory of donated diapers and other products.

Employees of the Month

April



Chance Thompson
Guest Relations
Manager

May



Larry Woodard
Engineer

June



Fitz Dornellas
Telecom
Supervisor

Recycling Totals

	Cardboard	Single Stream
April	3,120 lbs.	500 lbs.
May	34,320 lbs.	600 lbs.
June	40,280 lbs.	900 lbs.
Year to Date	101,520 lbs.	4,200 lbs.

Visit Us At

www.saltpalace.com



S.O.A.R.

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

Facility Updates

SPECIALITY CRAFTS—Edges of the loading dock areas were re-painted bright yellow, as well as the dock stairs per safety protocols. Painters also completed the lower lobby and Room 255 stairway walls. Three offices in the Administration area were painted, as well as the outside tables and the lower part of the main tower. The building has been re-keyed and work continues on the show cores. **New signs** were installed around the building (Salt Lake County) and a new pedestrian gate was installed at the dock.



TELECOM—Two staff members attended scissor lift training and are now certified. Running cables and other lift-required duties can now be completed by everyone in the department. This will increase efficiencies. Two staff members received training on general programming for HP switches that will help provide quicker response to clients' network requirements and changes. These tasks can now be completed without having to pay for the services of an off-site vendor. For ETS, Telecom provided 58 telephone lines and 875 network connections, the most for any event in Salt Palace history. This resulted in nearly \$162,000 in revenue. Department staff also helped install and configure the microwave between South Towne and the Equestrian Park. A CB radio system was installed in the Security office and an antenna on the roof for emergency communications.

HUMAN RESOURCES—In May, personnel from HR attended the annual ACA Compliance Webinar to review ACA tracking and health care compliance. They also attended the annual Affirmative Action Administration Webinar in June which presented an overview of the Affirmative Action Program for 2016 and opening of the 2017AAP year. Second quarter proved to be very busy with personnel changes: five full-time hires, seven part-time hires, 107 union employees added to the roster, three promotions and the loss of eight employees.

ENGINEERING—The push to convert all lights in the facility over to LED continues. Lights in the North Foyer (and over the stairs) were replaced with LED, converting 12,000 watts down to 2,000. LED lights were also installed in the breezeway between Halls 1 and A, in the bus canopy and in the 200 West tunnel. Other routine maintenance occurred throughout the building.

SECURITY—The Department continues to work with the Salt Lake City Police Department to ensure the safety of our employees and guests. This is part of the "aggressive hospitality" initiative in and around our building. Over a dozen people were arrested on outstanding warrants and over 70 people have been stopped for questioning. The Department has a new internal web site for scheduling personnel for various events. Mike Clark has joined the staff on a full-time basis, working swing shift.

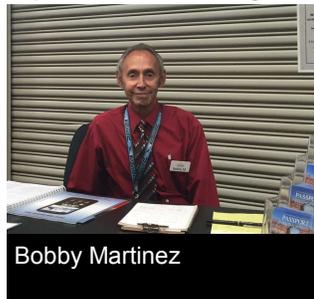
GUEST RELATIONS—Three new Hosts have been added to the roster to staff the Information Booths. Additional staff will be needed as the department moves forward with having a third information booth. The new booth will be placed in the Lower Lobby to service those guests who come into the facility from such hotels as the Radisson or Hyatt Place. More and more events are using Halls 1-5, so an additional booth will improve customer service in that portion of the building.



Steve Kindred



Rachana Keo



Bobby Martinez

Sales (continued)

June

- TNT Tumbling Meet 2017
- Triple Crown Volleyball 2018
- The EDCUtah Annual Meeting
- Confidential Meeting 2019
- Missy Marlowe Wasatch Open 2017
- Fan X 2017
- 3 Key Elements: Royalty & Romance 2017
- 3 Key Elements: Art of Mentoring 2017
- 3 Key Elements: Master Your Influence 2017
- 3 Key Elements: Present Yourself
- Hip Hop Utah
- Zija Annual Convention 2017
- R.C. Wedding



Received a large donation of foam core as part of our Sustainability Program.



SMG is a worldwide leader in public facility management and hospitality services. Since 1977, SMG has contracted with 230 facilities around the world. The Salt Palace has been part of the SMG family since 1990.

www.smgworld.com

CAPITAL PROJECTS UPDATE

Partial Re-roof of the Ballroom: This project went out for bid during second quarter.

Upgrade to Cooling Towers 1-4: Design work has been completed. The project is now out for bid.

Air Wall Realignment: This is an on-going project. Sections of air walls are worked on when space is not booked by clients. Portions have been completed.

Hall 1 Generator Ventilation: Completed

Pumps under 200 West: Completed

Tower Painting Project: Completed

Salt Lake County Signs added to Exterior of the Building: Completed

Salt Palace Acquires Duratrans Advertising Displays from Expo Vision



Visit Salt Lake to Manage Sales

The backlit advertising displays on the east side of the lower main concourse are now owned by the Salt Palace. After nearly a 20-year relationship with ExpoVision, the facility took ownership in April. Visit Salt Lake will sell the available space and the Salt Palace will receive a percentage of the revenue. VLS has been managing the Duratrans at South Towne for several years.

Communications Department Personnel Attend Social Media Conferences

Gaylis Linville and Chance Thompson attended the Government Social Media Conference in Sparks, NV, in April. This three-day event focused on the role of social media in emergency/disaster situations. Case studies featured the various outcomes of using social media. Also, there were a number of sessions presented by media platforms, including Facebook, Twitter, HootSuite, LinkedIn and several archiving businesses.

Ms. Linville attended the Colorado Emergency Services Public Information Training Conference in May. This two-day event was held in Avon, CO. It included case studies from various active shooter situations—Aurora Theater, San Bernadino, CA, and the Planned Parenthood office shooting in Colorado Springs—as well as a presentation on social media's effectiveness during natural disasters. Other topics included legal considerations of social media content and how to deal with difficult and disruptive people during press conferences.