

# SALT PALACE

Calvin L. Rampton Salt Palace Convention Center 4th Quarter Report

December 2015



Members of the Utah Sikh Community Hosted a Daily Langer — a Community Kitchen Feeding People at No Charge

## 2015 Recycling Totals



Cardboard—148,980 lbs.

Single Stream—13,600 lbs.

## Parliament of the World's Religions Brings Attendees from Many Nations, Many Faiths

People from around the world gathered at the Salt Palace in October for the global interfaith movement that began 133 years ago in Chicago. Since then, events have been held around the world, but only three times in the United States. The event here featured representatives from over 50 different faiths, with nearly 8,500 attendees.

The Dali Lama was scheduled to be the keynote speaker, but illness prevented him from attending; a video message was relayed instead. Tibetan monks created an intricate sand mandala and then ceremoniously dismantled it at the end of the convention.



The Sikh community hosted a Langer for five days, providing thousands of meals to attendees. Native Americans set up teepees in the South Plaza, there was a replica of a Sikh temple, as well as a structure built by the Jains, members of one of the oldest Indian religions. Nearly continuous musical entertainment filled the facility as people went from session to session to address many of the social issues facing the world today.

Director of Events Jed Hansen said it was one of the most meaningful and interesting shows with which he has ever been involved and said it was the highlight of his career at the Salt Palace. (See Parliament Donation, back page.)

## IN THIS ISSUE

- Departmental Updates
- Community Service
- Employee Recognition
- Sales Report
- Spotlight on New Art

# Nearly 60 Events during the Quarter

Fourth Quarter 2015 was one of the busiest on record, with a surge in local SMG business, especially holiday parties and banquets.

There were over a dozen conventions and expos, including: **Spillman Technologies, inContact Users Conference, NuSkin Global Convention, Parliament of the World's Religions, Face2Face Interface Event, Annual Fall Conference & Quality Test Show, AmCon Design & Contract Manufacturing Expo, SETAC Annual Conference, American Institute of Chemical Engineers, EMS Annual Conference, American Outdoor Association Conference and the Utah Association of CPAs Winter Conference.**

There were also over a dozen company meetings, seminars and training sessions, including: **3 Key Elements: Art of Mentoring, QS World MBA Tour, Utah Association of CPAs Tax Symposium, Stem Cell Centers Seminar, Solution Tree Associates Retreat, All AXS Presents Troy McClain, Solution Tree PBC State, 3 Key Elements: Master Your Influence, United Way/Salt Lake Education Summit, Western Region Oireachtas, LifeVantage Distributor Training (x2), 3 Key Elements: Royalty & Romance, Deloitte's CPE Day, 3 Key Elements: Present Yourself, Grand Canyon River Outfitters Association and AdventureRes Client Meeting.**

Salt Palace crews and Utah Food Services were very busy with 4th Quarter banquets, parties and client receptions. Events included: **Great Salt Lake Chili Affair, 14<sup>th</sup> Annual Allies Equality Dinner, Big Brothers/Big Sisters Chef & Child, Axis Marketing Solutions Year-end Banquet, US Navy Ball, Governor's Gala, Olympus Hospitality Reception, Nelson Labs Year-end Party, Danatronics & Sensor Networks Hospitality Suite, Carestream NDT ASNT Customer Event, SECU-CHEK Distributors Meeting, Imperium, Inc., SLC Parks & Recreation Year-end Luncheon, PRAGMA, Boy Scouts Holiday Auction, Utah Association of Realtors Inaugural Dinner, Chevron Holiday Party, eBay Holiday Party and Ace Disposal Christmas Party.**

Adding to the variety and diversity of events, the Salt Palace hosted: **Hip Hop Utah, America's Got Talent Auditions, Skyline High Winter Formal, Highland High School Winter Formal, EVE Winterfest** and a couple of rooms were reserved for the **Utah Symphony Warm-up** and **Youth Singers** pre-concert holding area.

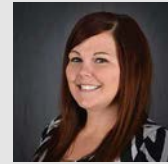
## Employees of the Month Recognized

October



Bryant Larsen — Office Administrator

November



Shannon Bare — Business Center Supervisor

December



Leona Schulz—Business Center

Employees of the Month are nominated by their peers and selected by members of the Employee Action Committee. They are recognized for their customer service values and strong work ethic.

Visit Us At

[www.saltpalace.com](http://www.saltpalace.com)



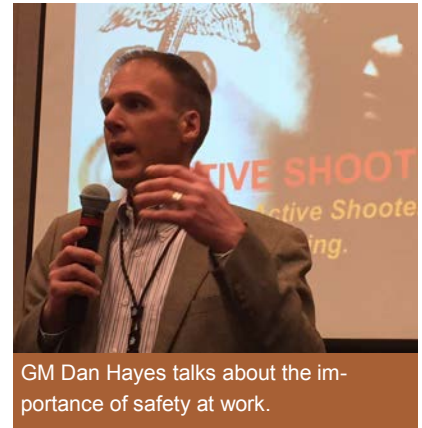
## Sales Strong; Bookings into 2022

### October

- Imperium, Inc.
- [Confidential Event]
- Interface
- AdventurRes Client Meeting
- Flooring America/  
Flooring Canada/Carpet One 2017
- Modere Annual Convention
- Utah Association of Realtors inaugural Dinner
- Vaileli/Mohi Wedding Reception
- Valentine's Singles Speed Dating
- Utah Republican Party Nominating Convention
- 3 Key Elements: Royalty & Romance
- 3 Key Elements: Present Yourself
- 3 Key Elements: Master Your Influence
- BSides SLC
- Melaleuca National Convention 2022
- COSUGI Conference 2017
- ESI Generations Conference
- Utah Symphony Warm-up
- Axis Marketing Solutions Year End Banquet
- Geothermal Resources Council 2017
- Utah OPS Conference
- EVE Winterfest
- Nelson Labs Year End Party
- Nationals & Olympic Trials
- Western Hunting & Conservation Expo 2019
- Western Hunting & Conservation Expo 2020
- Western Hunting & Conservation Expo 2021
- YLEOs Fall Retreat
- Equality Utah Allies Dinner (continued)

## 2015 Wraps Up with Employee Training Sessions and Recognition Luncheon

On December 14th, Supervisors, Managers and Directors attended a half-day K'nekt leadership training session. Katie Wells from the SMG corporate office conducted the training that included lectures, videos and team break-out sessions. In between the two courses, a lunch was served and HR gave an update on open enrollment and other benefit-related issues.



On the 15th, there were three, one-hour presentations by organizations whose work is especially relevant to our work in public facility management. The first presentation was given by Tracy Ita and Sgt. Tony Russell of the Salt Lake Police Department on active shooter scenarios. They gave a mixed media presentation on the history of mass shootings and cited specific examples from the Salt Lake City area. They stressed the importance of always being aware of one's surroundings and to follow the police department's advice: If you see something, say something!

The next speaker was Rebecca Sanchez, Director of the Salt Lake County Mayor's Office of Diversity Affairs. Her presentation gave us all tips on how to be more sensitive to people who are not like us, including understanding gender, race, age and socio-economic differences. The presentation incorporated role-playing using some of the employees in a scenario of interacting with a person with disabilities.

The final presenter was Eric Bonin, the Salt Lake Program Manager for Splore, a national program which offers a variety of indoor and outdoor sporting activities for people with disabilities. He offered a mixed media presentation illustrating the fact that just because someone is disabled doesn't make them unable to enjoy many activities, including rock climbing, river rafting and skiing.

The presentations were then followed by the Employee Recognition Luncheon, catered by Utah Food Services. General Manager Dan Hayes gave a recap of the year's activity at all three SMG facilities and talked briefly about the coming year. Employees who have been with the company for three, five, and ten and above years received Years of Service certificates. Employees of the Year were also named from each facility and they received a special certificate and cash award. (See below.) All of this was interspersed with performances by some of the talented people who work at our facilities. Leona Schultz from the Business Center and Bryant Larsen, Salt Palace Office Administrator both sang. Engineer Josh Densley performed a two-part magic show/stand-up comedy routine. Special guests included Erin Litvack and Holly Yocom from the Salt Lake County Community Services Department.

(See back page for Employees of the Year.)

# SMG Employees Help with Shriners Children's Hospital Winter Carnival

## Company-wide toy drive helped kids have a merrier Christmas



Lisa Timoteo, Roseanne Hernandez, Bobby Martinez, Stacy Page, Chance Thompson, Brad Christensen and Gaylis Linville represented the Salt Palace for the 4th Quarter Employee Action Committee service project. They were joined by Sharlene Romero from South Towne to help staff two of the booths at the Shriners Hospital annual Winter Carnival.

The event was held Monday, December 21st in the Hospital's event center and featured about a dozen separate "carnival" games for patients and their siblings, along with refreshments. There was also a main stage event with a magician, and Mr. and Mrs. Claus were there to listen to children's wishes at the "Santa Station."

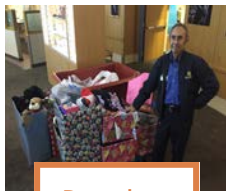
SMG offered a beanbag toss and had children select a variety of little toys as their prize. They also received books that were donated by Barnes & Noble. Various businesses from Salt Lake participated in the carnival.

Prior to the carnival, SMG mounted a product drive for the children being treated at the facility. Donations were collected during our annual employee training session in mid-December. Kudos to our staff from all three facilities for being so generous! Over three dozen stuffed animals, a dozen pairs of PJs, and over \$150 in cash were donated along with many toys, games, puzzles, books and a gift card.

Shriners specializes in treating children with orthopaedic and neuromusculoskeletal disorders, as well as serving as a burn center for children. Shriners treats patients regardless of their family's ability to pay.



Prize Table



Donations



Volunteers

*S.O.A.R.*

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

## Sales (continued)

### November

- Stem Cell Seminar
- Skyline High Winter Formal
- Ecological Society of America Annual Meeting 2020
- Youth Singers Holding Area
- Highland High Winter Formal
- Utah League of Cities and Towns
- 3 Key Elements: Present Yourself
- 3 Key Elements: Royalty & Romance
- Comic Con
- Fan Xperience
- Salt Lake County Parks' Year End Luncheon
- Human Anatomy & Physiology Society Convention 2017
- One Team/One Mission
- American Association of School Librarians National Conference 2021
- Great Salt Lake Chili Affair
- American Institute of Architects/ Utah Western Region
- Antiques Roadshow
- Triple Crown 2017
- Intermountain Volleyball Association Championships

### December

- Grand Canyon River Outfitters Association Meeting
- U of U Health Care Leadership Institute
- Jacobsen Construction Gathering
- Hispanic Dance
- Salt Lake Community Action Program
- Pinner's Conference
- Hispanic Dance
- UniPro Food Service Fall Purchasing Conference



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](http://www.smgworld.com)

## EMPLOYEES OF THE YEAR



## DEPARTMENTAL UPDATES

**Engineering**— The Department carts received some routine maintenance; on-going LED lighting upgrades; various leaks were contained; Rocky Mountain Power vault had its annual cleaning; electrical service upgrades; various fans and motors were repaired or replaced; fire suppression system had annual inspection; concrete in front of Hall 1 doors was removed and re-poured to prevent water seepage; boilers were worked on; new compressor and condenser were added; Junior Malili is now certified to train forklift operators in the facility.

**Sales**—The department hosted the Salt Lake Hospitality Network Luncheon on December 8th. Utah Food Service provided a complimentary hot beverage bar that was a big hit with the more than 40 attendees. Speakers included Dan Hayes, Salt Palace; Dan Joyce, Utah Food Services; and Chris Peterson, Visit Salt Lake.

**Telecom**—Additional cabling and jacks were installed in four meeting rooms; mobile security camera is now available for show offices upon request; two new cameras were installed on the Hall E dock and the west door by the Radisson; helped set up new COP office with network and television; set up network, telephone and television for new Dock office; installed new microwave radio system between Salt Palace and South Towne for a faster and more reliable network; temporarily moved part of wireless network system to South Towne to accommodate UDOT event and provided installation, programming and support.

**Events**—Jed Hansen, Adam Small and Jesse Bevan attended an SMG K'nekt training session in Charleston, South Carolina in December. It focused on increasing the level of client customer service.

**Communication & Public Relations/Guest Services**—Chance Thompson came on board October 1 as the new Guest Relations Manager. He is managing the Host Program, as well overseeing all social media platforms for SMG/Salt Lake. He is working on increasing our fan base both in the local area and with our convention and event visitors. In just three months, Facebook has garnered 500 new "likes" and Twitter followers have increased 33%; Instagram a whopping 109% increase. This department is now creating a settlement thank you folder for every VSL client. The folders contain facts about the event, a link to a photo gallery created especially for them, economic impact on the city and a personal note from the Event Manager and the General Manager. Also new is an electronic newsletter called "The Block Party." It's aimed at keeping our neighbors — VSL, Abravanel Hall, UMOCA, Utah Food Services and PSAV — informed about building upgrades, security issues and personnel changes at the Salt Palace, and they have the opportunity to publish information about their businesses, as well. The Department has also created an electronic photo gallery and narrative for all the great public art that can be found in our building. This is the first step in a program that is being developed to encourage more local engagement with the Salt Palace. (See *Spotlight* next page.)

(Updates Continued Next Page.)



## SPOTLIGHT ON:

### New Salt Palace Art Installation



Local artist Chad Farnes has created this stunning 256 sq. ft. masterpiece completely out of pieces of colored duct tape. He says the content commemorates two prior uses of the former Salt Palace — before it became a convention center. Previously, the building featured a velodrome and was home to frequent bicycle races, hence the bicycle. Featured high above the lake is an eagle in flight. This connotes the time when the Golden Eagles hockey team called the Salt Palace home. The bicycle sits on the shores of the Great Salt Lake with the snowcapped Wasatch Mountains in the background. The piece looks as if it's being held onto the wall by pieces of duct tape and some of the rolls of tape remain, creating an interesting 3-dimensional installation. It can be viewed in the lobby area near Room 255.

## Departmental Updates (continued)

**Database Administration**—The department continues to produce a number of reports for various departments.

**Human Resources** — During the quarter, the department processed seven new hires (full & part-time), five promotions and two terminations. Two employees retired and one current employee passed away. In October, HR completed distribution of Summary Annual Reports (SAR) for the 2014 plan year as required by SMG corporate. In November, HR corporate updated the HRIS system to ADP Ev5, all HR designees completed training for the updated version prior to going live on November 9<sup>th</sup>. All HRD's attended an open enrollment webinar to review updates and information for our 2016 health & welfare benefits. In the final month of the year, The Executive Office and HR coordinated K'nekt Leadership Development Training for supervisors, managers and directors, as well as the annual employee meetings in which 170 employees attended training presentations and an employee appreciation luncheon. Human Resources conducted their annual presentation of affirmative action program goals, held three informational benefit open houses and coordinated 2016 open enrollment for all three facilities.

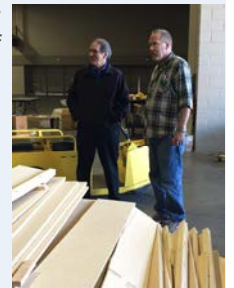
## Salt Palace Staff Coordinates Donation of Building Material to Habitat for Humanity's Re-Store

*Lumber Donated by Sikh Community*



Several pallets of shelving material left over from the shoe storage cabinets for the Sikh's Langar during Parliament of the World's religions will be re-purposed by Habitat for Humanity's Re-Store. The Employee Action Committee has selected this non-profit organization to receive various materials left over from events. Guest Relations Manager Chance

Thompson then coordinates the pick-up of material with staff. Event Services Manager Mike Garcia (on left) helped facilitate the pick-up with the driver from the Re-Store.



## In Memory



**JW Washington**  
Event Services  
Manager



**Dianne Cundick**  
Housekeeping