

SALT PALACE

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

January 2017



Photo Credit: David Martinez

EVE Rings Out a Big Year at the Salt Palace

A Look at the Unique Nature of Our Business

EVE was the last event of 2016. It illustrated how central the Salt Palace is to our community; a public venue that not only serves as an economic driver for the city, county and state, but a facility that also serves our citizens. It was one of over 150 events this past year that helped showcase how the facility continues to attract a diverse audience. We work in a very unique environment that few people get to experience, as General Manager Dan Hayes pointed out in his presentation at the annual all staff, end-of-year training and luncheon.

We have the opportunity to greet people from around the world, see association conferences that attract the best and brightest in science, medicine, technology and other disciplines; be exposed to innovations, new products, ideas and beliefs.

(See *End-of-Year*, page 3.)

2016 Recycling Totals

Cardboard - 150,900 lbs.
Single Stream - 8700 lbs.

4th Quarter Recycling

October

Cardboard - 3140 lbs.
Single Stream - 800 lbs.

November

Cardboard - 13520 lbs.
Single Stream - 900 lbs.

December

Cardboard - 0
Single Stream - 300 lbs.



Chance Thompson Named Salt Palace Employee of the Year



Guest Relations Manager Took on Many Tasks during His First Year

As the Guest Relations Manager, Chance is in charge of the Information Booths and manages the dozen part-time Hosts who staff the booths. He also continues to increase the social media presence on Facebook, Twitter, Instagram, YouTube, Snap Chat and Google +. He is currently developing a media program that includes still photography and video production services for clients. He has further developed the donation/recycling program at the facility, building relationships with many non-profits that can re-use products left over from events and he solved the years' long mystery of how to obtain Solar Renewable Energy Credits generated from our solar array. His interest in sustainability efforts has led to him being named the Chair of the Green Team. Further, Chance has developed the infrastructure for the new Google Drive system for the Events and Sales Departments and will soon be doing the same for South Towne and the Equestrian Park. Chance has been with the facility since October 2015.



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.smqworld.com

Employees of the Month Recognized

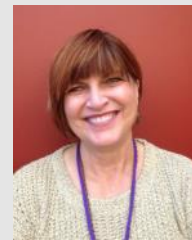
October



Kira Bradshaw

Novem-

ber



Connie Thomas

Decem-

ber



Heather Muller

Members of the Employee Action Committee selected Employees of the Month based on recommendations from the nominees' peers.

Kira started as a temp and now works full time in Housekeeping.

Connie has been an Information Booth Host for the past four years.

Heather started less than a year ago as the Events Assistant. She was recently promoted to Executive Assistant to the General Manager.

Sales Continue to Hold Strong

October

- Utah Home Builders Association
- 3 Key Elements: Royalty & Romance
- 3 Key Elements: Present Yourself
- IATSE 838 Training
- 3 Key Elements: Art of Mentoring
- USA Taekwondo National Championships 2018
- Parachute Industry Association Symposium
- US Foods Fanatics Live 2017
- 3 Key Elements: Queen of the Kingdom
- Local Officials' Day Utah League of Cities & Towns 2017

November

- National Council of Teachers of Mathematics Regional Conference 2019
- Northwest Public Power Association 2017
- Rootstech Conference 2021
- Azteca Cityworks User Group 2018
- American Mosquito Control Association Annual Meeting 2021
- Western Governors University Bi-Annual Training Session/ Graduation 2017
- IATSE 838 Training
- dōTerra Annual Meeting 2018
- Holding Room for Abrahavanel Hall Concert
- Society for Freshwater Science Annual Meeting 2019
- Recovery to Resilience Conference – Salt Lake Emergency Services
- AMCOM
- BSides SLC
- Tranont International Convention
- 1-800 Contacts Lensy Awards

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End-of-Year (continued)



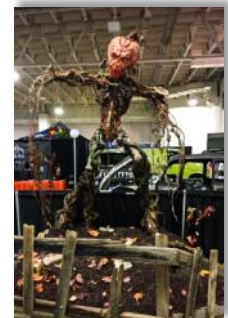
World-class athletes come through our doors to compete. Various charities raise thousands of dollars to benefit those in our community in need by hosting a variety of events.

We have front row seats when Star Wars Storm Troopers march down the concourse during Comic Con. We see celebrities — from astronauts to movie stars, pop singers to sports icons.

We continue to experience the great contrast of events, the exposure to people from different cultures and countries, and an ever-changing landscape within our walls.

Fourth Quarter Events

The **Pinner's Conference** held in November attracted the largest crowd during the fourth quarter. This new event at the facility featured Pinterest-based classes and displays. Other open-to-the-public events included: **Fear Con** and **What a Woman Wants Christmas Boutique**.



Fear Con Display

Conferences and meetings included: **Send Out Cards Annual Conference, Young Living Essential Oils Fall Retreat, Western Interstate Child Support Enforcement Council Conference, Multicultural Youth Leadership Summit, NuSkin America Conference, BioUtah Utah Life Science Summit, the American Society of Reproductive Medicine Conference, ACM/IEEE Conference, QS World MBA Tour, Materials Science Technology Meeting, Office of Naval Research Conference, Utah Home Buildings Association Meeting, UniPro Foodservice's Fall Purchasing Conference, Salt Lake Community Action Program, 3 Key Elements: Master Your Influence, Face2Face Interface Event, Deloitte CPE Day, Azteca Cityworks User Group, Society for Human Resources Management Seminar Services, 3 Key Elements: Present Yourself, Salt Lake County Emergency Services Recovery to (continued next page—4th Quarter Events)**

Departmental Updates



Scott White

Security— In 2016, it was necessary to stop 114 people in and around the facility who looked suspicious. That reflects a 66% decrease in the number of stops from 2015. Security Manager Scott White credits this decline to the ongoing “aggressive hospitality” by all staff members and the continued presence outside of the building that discourages panhandling in the area.



Al Whitman

Training — Engineering Manager Al Whitman and Security Manager Scott White attended a 30-hour OSHA certification class in Florida the first week in December.



Lisa Timoteo

Administration — We bid a fond farewell to long-time Executive Assistant and Human Resources Administrator Lisa Timoteo. Lisa left SMG in November to take a position with the Girl Scouts of Utah. She and her family — dating back to her grandmother — have been active members in that organization.

Heather Muller moved out of the Sales Assistant position to fill Lisa’s job. The Sales Assistant position will be filled after the first of the year. Until then, Heather is doing triple duty working in HR, the GM’s office and continuing her Events/Sales team responsibilities.



Heather Muller

Green Team Formed to Obtain Green Meeting Industry Council Certification

The Salt Palace, South Towne Expo Center, Utah Food Services, Visit Salt Lake and PSAV have joined forces to apply for Level 1 Certification from this organization that ensures venues and providers comply with standards for sustainable events.

The Green Team launched in November and has been meeting every two weeks to coordinate application efforts. The committee is comprised of over 25 members who will help develop policy statements, guidelines and practices in such areas as procurement, power use and water quality. There is a total of 10 different categories. The Committee is looking to submit the applications for certification by the end of March.

4th Quarter Events (continued)

Resilience Conference, Utah Association of CPAs Winter Conference, 3 Key Elements: Royalty & Romance and IATSE 838 Training.

The facility saw an increase in holiday parties this year over last. Those, coupled with other banquets during 4th Quarter kept Utah Food Services and Salt Palace staff busy. Groups included: **Vivint Smart Home Awards, Equality Utah 15th Annual Allies Dinner, Cobalt Analytics, Axis Marketing Solutions End-of-Year Banquet, Ancestry, Rotary Club of Salt Lake Luncheon and Dinner, Boy Scouts of America Holiday Auction & Dinner, Utah Association of Realtors Inaugural Dinner, CompHealth Holiday Party and Ace Disposal Christmas Party.**

Other events included: **Amcon Design & Manufacturing Expo, Hip Hop Utah** and the **Elsie Mahe Funeral. Abravanel Hall** also used a meeting room as a pre-performance holding area.

Employee Action Committee News

There was plenty of opportunity for Salt Palace employees to participate in projects that were selected by the Employee Action Committee to benefit local organizations.

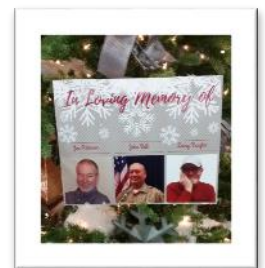
Festival of Trees



Partnering with Visit Salt Lake, SMG employees helped prepare a ski-themed tree for the annual Festival of Trees held at the South Towne Exposition Center. Proceeds from the sale of trees benefited Primary Children's Hospital.

The tree was decorated in a "Ski City" theme and included Super Passes, new skis, boots and other accessories. The sale garnered \$3,300 for PCH. The total amount of funds raised from the auction will be announced by PCH later this year.

The tree was dedicated to the memory of Visit Salt Lake and SMG employees who passed away during 2016: Larry Vaughn, receptionist for VSL; Jim Petersen, IT Manager for all SMG/Salt Lake properties; and John Bell, Security Supervisor for the Salt Palace.



Rescue Mission of Salt Lake

Salt Palace staff members participated in a sandwich-making session to benefit those who seek lunchtime fare at the Rescue Mission. Utah Food Services concessions division donated the bread, peanut butter and jelly to make 165 sandwiches.



Sandwich makers from left to right: Darren Lee, Heather Muller, Chance Thompson, Carolyn Barney, Joe Ruggieri, Roseann Hernandez, Stacy Page and Bryant Larsen.

This effort was complemented by an SMG/Salt Lake cold weather clothing drive for clients of the Rescue Mission. The facilities collected 330 pounds of coats, gloves, hats and other items.



4th Street Clinic

Eyeglasses and frames were collected for Salt Lake City's Fourth Street Clinic. The clinic helps homeless Utahns improve their health and quality of life by providing high-quality health care and support services.

S.O.A.R.

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

CAPITAL IMPROVEMENTS UPDATE

Partial Re-roof of the Ballroom — Work on the roof continued into the new year due to snow. The horizontal portion of the project is nearly complete.

Upgrade to Cooling Towers 1-4 — This project was awarded to Stallings. The new and old motors will be removed the first week of January. This will result in West Temple being closed for a few hours in order for a crane to transport the motors. Project is slated to be completed by the end of February.

Air Wall Re-alignment — The walk-through has been completed.

Added to the list of projects was repairing the decking and floor on the second level that was damaged when a forklift fell through the structure.

Carry-overs from 2015 that have been completed:

- Hall 1 Generator Ventilation
- Pumps under 200 West
- Tower Painting
- Salt Lake County Signs

SALES (continued)

December

- Go West Summit 2018
- Elsie Mahe Funeral
- Utah State Taekwondo Association
- 3 Key Elements: Master Your Influence 2017
- 3 Key Elements: Art of Mentoring 2017
- 3 Key Elements: Present Yourself 2017
- 3 Key Elements: Royalty & Romance 2017
- FENCETECH/International Door Association 2020
- Real Estate Mastermind Summit 2017
- Kiwanis International Convention 2021
- Mountain State Employers' Council 2017
- Utah Drone Festival 2017
- April Real Estate Mastermind Summit 2017
- National Flute Association 2019
- National Needle Arts Association Tradeshow 2018

Salt Palace Staff Participates in End-of-Year Training at South Towne

All SMG employees were invited to participate in the annual training sessions and Employee Recognition Luncheon.

Katie Wells from the SMG K'Nekt program offered Customer Service classes over the course of two days.

On Wednesday, Dec. 14, the Employee Luncheon featured an emergency preparedness session from Utah's "Earthquake Lady," a recap of the year from General Manager Dan Hayes and a financial recap from Finance Director Jon Daich.

Many employees were recognized for their years of service, and Employees of the Year from all three facilities were named.

The day included a catered holiday meal by Utah Food Services.

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