

SMG Salt Lake Receives Tourism Achievement Award from Visit Salt Lake

—Utah Food Services Shares Honors



Robert "Sully" Sullivan, Mary Kraft-Homer and Dan Hayes

Visit Salt Lake (VSL) presented its annual Tourism Achievement Award to SMG and Utah Food Services during its second quarter board of trustees meeting at Red Butte Garden and Arboretum on June 15th. The award recognizes outstanding efforts in

supporting the mission of VSL and the larger tourism community of Salt Lake.

Salt Lake County Mayor Ben McAdams had this to say: "It gives me great pleasure in congratulating both SMG and Utah Food Services. Often working in concert, they truly represent the best of what Salt Lake has to offer our very important convention clients and attendees. Dan Hayes and SMG, and Sully and his team at Utah Food Services continue to innovate and impress our clients, making Salt Lake truly stand apart from our competition."

Scott Beck, VSL president & CEO said, "It's no easy task to accommodate the needs of a group of 10,000, yet Utah Food Services does it with aplomb. And Dan Hayes and his team at SMG go above and beyond with each of the County venues they manage. We are grateful to both for their professionalism, personalized attention and their over-the-top efforts to please our convention planners and attendees."



PREVIOUS RECIPIENTS of the TOURISM ACHIEVEMENT AWARD

VSL's highest honor reflects an elite group of honorees that include:

- Jon M. Huntsman, Jr.
- Jack Gallivan
- The Mormon Tabernacle Choir
- Utah Jazz
- Larry H. Miller
- Randy Horiuchi
- and others



Young Living Essential Oils' attendees fill the concourse on their way to exhibits and sessions

Salt Palace Sees Big Crowds during Quarter 2

Business in Utah is booming. The Salt Palace hosted several Utah-based groups' annual conventions during second quarter, including COSUGI, LifeVantage, Melaleuca, Modere, Young Living Essential Oils, Avisae, Jamerry Nails and Close to My Heart.

Other **conferences** included PMI Northern Utah Chapter/Professional Development, ESI Management Group, Utah Dental Association, Utah OTOM (IT Works!), Institute for Biological Engineering, International Conference on Ecology & Transportation, 49th Annual Wound Ostomy Conference, Hearing Loss Association of America, Tranont Int'l Convention and the Human Anatomy & Physiology Society.

Meetings and training sessions included: 3 Key Elements: Present Yourself, Taking Control of Your Diabetes, Life Leadership Seminar, Axis Marketing, 3 Key Elements: Art of Mentoring, the Industry Network, 3 Key Elements: Master Your Influence, McKeon Door Meeting, Wiley, Pearson Focus Group, Macmillian Learning, 3 Key Elements: Royalty & Romance, Subaru Starlink & New Ascent Training.

In the **sports** category, the facility hosted Fit Con, Salt Lake City Marathon Quality of Life Expo, USA Judo Scholastics, Utah State Taekwondo Association and



USA Fencing.



Other events included Associated Food Stores, Title Nine Blowout Sale, LifeVantage Employee Photo Shoot, Hispanic Dance, NCEES Exams, ETS, Turn Community Services Pastabilities, Satterfield Fund-raiser and the Best of State Gala.



Carlton Christensen, Director

Re-org at County Puts Salt Palace and South Towne under Office of Regional Development

After reporting to the Department of Community Services for over 20 years, the Salt Palace and South Towne now fall under the purview of the Office of Regional Development, after a reorganization by the Salt Lake County Mayor's office.

Carlton Christensen heads the relatively new department that includes Regional Economic Development; Planning and Transportation; and Housing and Community Development. Our two facilities are now part of Regional Economic Development; the Equestrian Park continues to report to Community Services.

Christensen said the Salt Palace and South Towne are key economic drivers in our respective communities and they need to be integrated into the overall economic development efforts of the County.

Of Outdoor Retailers' decision to leave Salt Lake, Christensen said, "It's disappointing, because they've been a big part of our community. However, as they say, 'when one door closes another door opens.' This probably opens us up to other opportunities that we don't know yet. I think we have to remain bullish on the opportunity and recognize that it's not easy to replace them overnight. It's going to require some extra effort on everybody's part to do that."

He went on to say that the Convention Hotel will play a very important part in attracting new and larger conventions to the Salt Palace.

(See: *Christensen*, next page.)

2 Salt Palace Staff Members Attend Workshop at State Capitol

Salt Palace Security Manager Scott White and Director of Communications & PR Gaylis Linville joined South Towne Security Manager Mark Rowley at the State Capitol in June for the *Transitional Shelter Assistance and Bulk Distribution Workshop* hosted by the Utah Division of Emergency Management. Representatives from various federal, state and local agencies, along with stakeholders in the hospitality and food service industries, met to discuss emergency planning.

2nd Quarter Sales Remain Strong

April

- Send Out Cards 2018
- Satterfield Fundraiser
- Qualtrics User Group Conference 2018
- Varsity Athletic Championships 2018
- 3 Key Elements: Royalty & Romance
- HackWest 2018
- American Masters Weightlifting Championships 2018
- Utah Coalition against Pornography Conference 2018
- Comic Con 2018
- Comic Con 2019
- Fit Con 2018
- The Industry Network
- Utah Drone Summit
- USA Fencing December
- North American Cup 2019
- Future Business Leaders of America – Phi Beta Lambda
- Salt Lake City Marathon
- Quality of Life Expo
- 3 Key Elements: Present Yourself
- 3 Key Elements: Art of Mentoring
- NACUFS Continental Regional Conference 2018
- Wiley
- Pearson Focus Group
- SaltConf – SaltStack

May

- Big Brothers, Big Sisters Utah Chef & Child
- Vasayo Annual Convention 2018
- Triple Crown TC Volleyball 2018
- Fidelity Investments
- Macmillan Learning
- USA Boxing National Championship
- Southern Baptist Convention 2025
- Hip Hop Utah
- Can't Know This D2D Con
- MusicCon SLC
- PMI Northern Utah Chapter Professional Development Conference 2018
- My Brand Lashes Educators' Training
- National Alliance of Concurrent Enrollment Partnerships

(continued, page 6)

2017 Capital Improvement Project Updates

Kitchen Expansion Study: Completed. Study indicates a kitchen expansion is necessary.

Emergency Exit Ramp by Room 155: After many years of no exposure to direct sunlight, heavy use of ice melting products, freezing and then thawing, the top portion of 3,000 square feet of concrete is crumbling and needs to be replaced. Stallings was awarded the contract and completion is targeted for September.

Fiber Retrofit: The facility currently relies on 60 micron multi-mode fiber which was installed over 20 years ago. While it met the demand in the mid-1990's, it is now outdated and inefficient. The project calls for installation of additional fiber, including single mode, throughout. Americom was awarded the contract and work began late June. (Continued page 6)

CHRISTENSEN (continued from page 3)

Christensen said the location of the Salt Palace is a big plus. "Sometimes you go to convention centers and you feel like you're on the outskirts of civilization. In Salt Lake, you're across the street from a billion dollar, multi-use retail center, a block away from an NBA arena, an entertainment district that is going through a revival, and a religious location that draws in millions of visitors."

"I think one of the challenges as we go forward is the Salt Palace and South Towne are both aging facilities. We've started to put some new investment in them, and I think that's important because they're both in great locations," said Christensen. He went on to say that it will be important to maintain the facilities so that "we're never playing any kind of serious catch-up." He embraces the idea of adding more technological infrastructure, not just to our facility, but into the surrounding areas — especially the west side of the county to attract more businesses into the urban core.

Employees of the Month

April



Evan Phillips
Telecom Technician

May



Bob Mortensen
Events Supervisor

June



Francisco Contreras
Housekeeping
Supervisor

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Summer Service Project Helped Girl Scouts of Utah Prep Camp Cloud Rim



Shoveling snow in the middle of June must mean you're in Utah. A substantial snowpack and a worksite above 9,000 feet guaranteed a service project that was not for the faint of heart. A dozen hardy souls from

South Towne and the Salt Palace spent the day helping the Girl Scouts of Utah prepare Camp Cloud Rim for its summer season of campers. Work included shoveling paths to the cabins and outbuildings; clearing snow from the concrete slabs, then setting up large tents; cleaning cabins and restrooms; wiping down mattresses and setting up beds in the cabins; and, moving canoes from storage down to the lakeshore.

Participants from the Salt Palace included: Courtney Peters, Detlef Preuer, Chance Thompson, Roseann Hernandez, Bryant Larsen, Albert "Skip" Gooder, Art Arnold, Dillon Anderson and Gaylis Linville.



Chance, Dillon, Bryant & Courtney

UPCOMING PROJECTS

Clean up at the Great Salt Lake — August 21

Refugee Engagement Day & Clothing Drive — TBA

Utah Recycling Alliance — TBA



S.O.A.R.

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



Marjean Marshall Retires after 32 Years of Service

Marjean said the best part about her job was seeing people smile when she handed them their paychecks. She took joy in that for over three decades.

Before becoming the Payroll Clerk for the facility, Marjean worked in the Security Department for a year — back in the arena days, before the Salt Palace Convention Center came to be.

Marjean was a stickler for details and managed payroll for all three SMG/Salt Lake facilities.

In her retirement, she said she will continue her craft projects, do some home improvement and will travel to see her kids who live in Washington, Florida and Texas. She will be missed!

Michael Burdette Takes Over Payroll Responsibilities



After training under the watchful eye of Marjean, Michael is now making sure all staff members receive their checks!



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

SALES (continued)**June**

- Rural Community Assistance Corporation Symposium
- America Outdoors Association International Marketing & Management Conference 2019
- Utah Department of Human Services: Supported Employment/IPS Summit for Youth / Young Adults
- Art & Soup 2018
- Avisae Regional Meeting
- MB Entertainment/Hispanic Dance
- Confidential Event
- Young Living Essential Oils Annual Convention 2022
- American Angus Association Annual Convention 2022
- Confidential Event
- Associated Food Stores 2019
- Subaru Starlink & New Ascent Training
- Western Hunting & Conservation Expo 2022
- Generations/ESI Management Group 2018
- Life Leadership Seminar February 2018
- Connect Marketplace 2018
- Sysoft ERFPP
- FENCETECH/International Door Association

Capital Improvements (continued from Page 4)

Sound System Upgrade: The current system was installed over 20 years ago and much of it no longer functions properly. The project calls for current industry-standard equipment. Poll Sound has been awarded the contract and scope of work has been determined.

Hall 5 Floor Repair: Completed.

Upgrades Halls 1 & 4: The restrooms in Exhibit Halls 1 and 4 are over 30 years old. They will be upgraded to meet new sustainability standards and the design updated. Project needed to be rebid after initial award was reversed. Bids are due end of July.

Dock Doors: Many personnel doors that are emergency egress points from the exhibit halls to the loading dock areas need to be replaced due to safety concerns, aesthetics and functionality. Purchase order has been issued; waiting for materials.

Wooden Doors: Meeting room and ballroom doors sustain ongoing damage in day-to-day operations. Door repair is part of routine maintenance, but many of the doors are now past their life expectancy and need to be replaced. Purchase order has been submitted; waiting for materials.

Overhang Repair on 300 West: This portion of the facility was damaged when a truck cut the corner into the alley too sharply and crashed into the overhang. The overhang has become an eyesore and rust is starting to degrade the structure. Stallings has been awarded the contract. Start date TBD.

Waterless Urinals: Fifty-five traditional, water-using urinals will be replaced in order to meet our sustainability goals. The project is being managed by the County; Salt Palace Engineering is obtaining the specifications. Start date TBD.

RECYCLING TOTALS

SALT PALACE CONVENTION CENTER					
RECYCLING TOTALS	TRASH TOTALS	DIVERSION RATE	CO2E Emissions Saved (in metric tons)	# of Cars Taken Off Road	
75,949.30	58,562.70	56.46%	136.97	354.76	
93,200.00	43,828.00	68.02%	160.72	416.26	
59,812.00	116,957.00	33.84%	105.94	274.39	
228,961.30	219,347.70	51.07%	403.63	1,045.41	



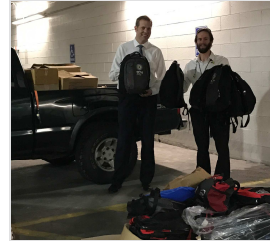
Accounting Manager Stacy Page Donates Blood



May Blood Drive Was Big Success

The Salt Palace hosted an American Red Cross blood drive on May 10th. The goal of collecting 24 pints of blood was exceeded by five. Most donors were from the Salt Palace, but there was also participation by UFS and VSL staff members, as well as some walk-ins. Both South Towne and the Equestrian Park will host drives next quarter.

Donation Program Flourishes at Salt Palace

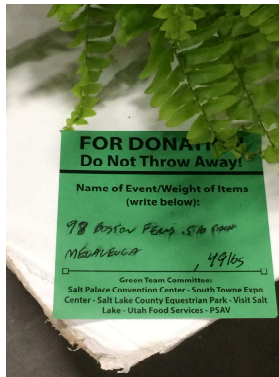


Eric Willison, Camp Hobé staff member, poses with Chance Thompson, Guest Relations Manager at the Salt Palace.

Eric ended up with a full pickup truck load of backpacks, art supplies, lanyards and other items that will be used at the annual summer camp for children with cancer (and similarly treated disorders) and their siblings. Camp Hobé is one of the Salt Palace's donation partners. The two-week camp in June serves over 200 children from the Intermountain West. CAMEX learned of our community partner donation program and asked that items left over from their event go directly to Camp Hobé.

Melaleuca Donates Ferns to Veteran's Long-Term Care Unit

Dozens of potted ferns brightened the day of Veteran's who are residents of the VA's assisted living facility in Salt Lake City. The ferns, part of Melaleuca's show décor, were tagged for donation and then delivered to the facility for distribution. This is just one example of how items are being earmarked for donation at the end of events. The new tagging system ensures items will be donated instead of ending up in the landfill. In May, over 11,000 lbs. of materials were donated to area schools and non-profits.



Sales Manager Joe Ruggieri Named "Green" Employee for June



He was nominated for being a well-known sustainable living advocate in his own life. As a solar owner and avid gardener, he is able to reduce his carbon footprint drastically. He uses drip irrigation (to conserve water) and cultures much of his own compost using organic food waste (fruits, veggies, coffee grounds, etc.).

When Joe goes for groceries, he strives for all local by shopping through local CSA's, farmers' markets and small grocery stores .

Give Us Your Feedback

If you have questions or comments about this publication, please contact the Director of Communications at gaylis.l@saltpalace.com or at 385-468-2219.