

SALT PALACE

Calvin L. Rampton Salt Palace Convention Center 3rd Quarter Report

October 2016

Facility Shines during American Society of Association Executives Conference



Referred to as the “Super Bowl of Conventions,” the Salt Palace proved it was in the game for this all-important event. Meeting planners from across the country descended upon Salt Lake City mid-August for their annual convention. Visit Salt Lake pulled out all the stops when it came to entertaining this group by hosting a lavish opening event at Library Square and closing with a grand picnic and concert at Red Butte. In between, the attendees populated the Salt Palace for certification classes, workshops, general sessions and an expo.

Administrative personnel became hosts in and outside the facility, sporting specially-designed shirts and hats. It was all-hands on deck to provide our guests a warm welcome, to anticipate their needs and to give them a fond farewell. (Those three nuggets courtesy of Neil Wilkinson from Temple Square Hospitality who provided special training for our staff!)



ASAE Attendees Raise \$30,000 to Support Utah Food Bank

ASAE believes in giving back to the communities their organization visits. This year, the Utah Food Bank was the recipient of all funds raised during special activities at the conference. Registration fees from the fun run and the golf tournament were pooled with the fees from 10 Adventure Tours and two volunteer activities. Attendees paid \$40 each to take one of the tours or to spend several hours volunteering at either the Utah Food Bank to sort food or at the Good Samaritan Program making sack lunches for the needy. The \$30,000 check was presented to the Executive Director of the Utah Food Bank, Jim Yorgason, on the last day of the conference.



Check Presentation from ASAE

Salt Palace Represented at Baltimore Conference on Sustainability



-by *Chance Thompson, Guest Relations Manager*

The Sustainable Meetings Conference (SMC 2016), as well as the CMP Conclave, provided great exposure for the Salt Palace Convention Center, Salt Lake County and all of SMG throughout the green-friendly events industry.

The new Salt Palace Solar REC Program was well received by attendees. My presentation on the panel was met with a lot of questions and I made many contacts with people who are interested in learning more.

In a room full of sustainability-driven event planners, very few knew what Solar Renewable Energy Certificates (SREC's) were. The Atlantic City Convention Center was inspired by our efforts and is going to look into creating a new solar program using their rooftop solar panel array.

Donations and service projects were a focus of the SMC conference, as well, and the Salt Palace showed strength by having existing programs in place. We also took part in a meeting organized by Freeman. Freeman is a leader in convention sustainability and a lot of great contacts were made with that organization.

In addition to exposure, new knowledge was discovered. There is a great push in the event industry for more green-friendly practices. Studies from GreenView and the University of Nevada, Las Vegas, revealed that one-third of meeting planners are active in sustainability on their own. That number increased to over 80% if the suppliers and venues broach the green conversation with the client ahead of time. A lot of clients expect the venue to take the lead, and the Salt Palace is doing just that!

As the Salt Palace prepares to pursue the APEX/ASTM certification (a GMIC-created certification that provides benchmarks for sustainable event operation), I made contact with the Baltimore Convention Center, who just received the certification. This can be a lengthy process and will be aided greatly by this new found relationship.

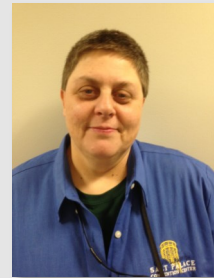
Employees of the Month Recognized

July



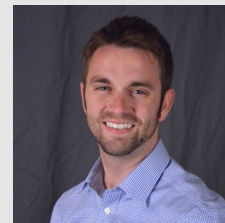
Marjean Marshall

August



Jennett Schafbuch

September



Jesse Bevan

Members of the Employee Action Committee selected Employees of the Month based on recommendations from the nominees' peers. Marjean is part of SMG/Salt Lake's HR Department in charge of payroll for all three facilities. Jennett is the day shift House-keeping Supervisor. And Jesse actually works at South Towne, but he played a crucial role in providing set-up drawings for the ASAE event at the Salt Palace, so he qualified for the honor.

Sales Continue to Hold Strong

July

- Equality Utah Allies Dinner 2017
- Association of Legal Administrators Annual Conference & Expo 2020
- Society of Automotive Engineers International Maintenance Symposium & Exhibition 2017
- Tranont Leadership Training
- Perfectly Posh Day Away
- Salt Lake County Winter Innovation Symposium
- Salt Lake City Marathon Quality of Life Expo
- ESI Management Group – Generations 2017
- Sierra Pacific Crafts Annual Meeting & Tradeshow 2017
- Solar Energy Trade Shows Power International 2019
- dōTerra Annual Meeting 2019
- Vivint SmartHome Awards

August

- Utah System of Higher Education Ancillary Meeting
- Utah Association of CPAs Winter Conference
- Domopalooza 2018
- Utah Association of Realtors Inaugural Dinner
- NCEES Exams 2017
- Deloitte CPE Day
- Axis Marketing Solutions End-of-Year Banquet
- EVE Winterfest
- Parachute Industry Association Symposium

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SMG Employees and Crisis Nursery staff member at the Sugarhouse facility.

Salt Palace & South Towne Employees Clean Up Crisis Nursery Play Area

Staff also took complete inventory of goods in facility's storage shed

Salt Palace and South Towne Expo Center staff spent most of July 5th giving the Crisis Nursery's backyard play area a much-needed facelift. Weeds that were overtaking the sandbox area and planting beds were quickly dispatched. Playground equipment and toys were hosed off and organized, as well. The outdoor storage shed, full of packages of diapers, wipes and other goods received a full inventory and re-organization.

The Salt Palace's Crafts Department crew — Detlef Preuer and Lynn Fuller — played a big role in the project as they provided all of the tools, garbage bags and equipment. Other Salt Palace employees, many of whom are part of the Employee Action Committee, included: Fitz Dornellas, Stacy Page, Lisa Timoteo, Chance Thompson, Larry Woodard, Bryant Larsen, Jed Hansen, Heather Muller, Bryant Larsen and Gaylis Linville. South Towne's crew included Denny Britton, Sharlene Romero and Rick Allen.

This was one of several community service projects selected by the Employee Action Committee for 2016.

The Crisis Nursey 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.



Salt Palace Takes on New *Point of View*

“Point of View,” the new art installation in front of the Salt Palace’s main entrance, was completed just in time for the Outdoor Retailer Summer Market in August.

The piece, created by Maine artist Aaron T Stephan, is designed to become *the* place to have one’s picture taken in Salt Lake City. Like other cities that have iconic artwork or architecture, this new installation beckons people to sit down and be part of the art.

“Point of View” features more than 150 standard road signs, some of which serve to create a large, red logo that says “You Are Here.” The logo points to a red bench on the sidewalk.

SMG Staff Grieve Over the Loss of Two Long-Time Employees



Jim Petersen



John Bell

Two untimely and unexpected deaths of Salt Palace employees occurred within days of each other the end of August. Jim Petersen was killed during a paragliding accident in Draper and Jon Bell died in his sleep at his home in Taylorsville. John worked for over 10 years as the night shift supervisor in Security. Jim was the IT manager for all SMG properties in the Salt Lake City area. He started at the Salt Palace in 1981. They will be missed.

SALES (continued)

September

- 3 Key Elements: Master Your Influence
- 3 Key Elements: Royalty & Romance
- CVX Live
- PMI Northern Utah Chapter Professional Development Conference
- BYU Invitational: Office of Naval Research Conference
- Ace Disposal Christmas Party
- Azteca Cityworks User Group 2018
- SAP SKOM 2017
- Best of State Gala 2017
- Tax Reform Kick-off Meeting
- Snowy Peaks Presents
- CompHealth Holiday Party
- Melaleuca National Convention 2023

Year-to-Date Recycling Totals



Cardboard—134,240 lbs.

Single Stream—5,700 lbs.

Salt Palace Hosted Many Important Events during 3rd Quarter

While much of our attention was focused this year on hosting the ASAE Conference in August, there were many other noteworthy events, not the least of which was the Outdoor Retailer Summer Market. This bi-annual event attracted over 25,000 vendors and buyers.

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CAPITAL IMPROVEMENTS UPDATE

Partial Re-roof of the Ballroom — This project has been awarded to Utah Tile and Roofing. A schedule of work is now being developed.

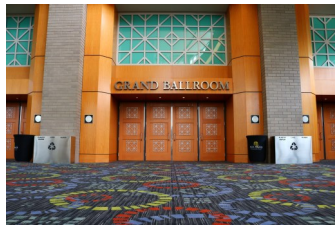
Upgrade to Cooling Towers 1-4 — Design was completed and the pre-bid meeting is scheduled for October 12th.

Air Wall Re-alignment—Work has been completed in the Ballroom and rooms 155, 255 and 355.

A late addition to capital improvements is the project to repair the concrete and surrounding structure where a forklift fell through the decking on the second level by the Radisson entrance. Currently awaiting a purchase order from Salt Lake County to begin the project.

Carry-overs from 2015 that are now complete include: Hall 1 generator ventilation, pumps under 200 West, tower painting and the installation of Salt Lake County signs on the exterior of the building.

Grand Ballroom and Foyers Updated with New Carpet



Sales Manager **Bryant Larsen** completed **K'nekt** Sales training in August in Charleston, SC.

S.O.A.R.

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

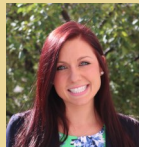
SALT PALACE CLOSE TO PAPERLESS EVENT PLANNING WITH MORE CLOUD-BASED INITIATIVES

The new cloud-based event planning system is live at the Salt Palace Convention Center. The Events Department is now using DocuSign, Google Drive and SmartSheet to plan and execute all Salt Palace events.

DocuSign is used for contracting, reducing the need to print and sign paper contracts. The Google Drive system is shared with a client so that they see the same documents and request/approval forms that the Salt Palace is using. This includes all information about completing an event at the convention center. Request forms automatically save when updated by the Salt Palace Event Managers and can be seen by event clients instantaneously.

The system is built on a timeline with automatic reminders sent to share certain information with clients regarding due dates for materials. This is improving communication and reducing the margin for error when sharing event information with clients.

Our Google Drive system is managed by Event Coordinator, Heather Muller. This new approach will free up more time for Event Managers to maximize the success of an event. Once information is ready to be shared with internal staff, it is synced to SmartSheet. This is another web based program that is utilized by all of our staff for such things as event setup and schedules, Wi-Fi orders and all of the services the Salt Palace offers.



Heather Muller

These systems are striving to raise higher service scores and retain more and more repeat clients through better relationship building. They also continue the Salt Palace sustainability mission. They reduce the need to print any document with a long-term goal of 100% paper-free event planning.

Third Quarter Events (continued)



Antiques Roadshow was also a big draw; thousands of people lined up to have their treasures appraised by industry experts. This appearance in Salt Lake City will provide content for three future programs which can be seen on PBS.

Several MLM groups held their annual conferences at the Salt Palace, including: **Yoli, USANA, Youngevity, dōTerra, Zija** and **Send Out Cards**. **Young Living Essential Oils** held its annual Fall Retreat in September.

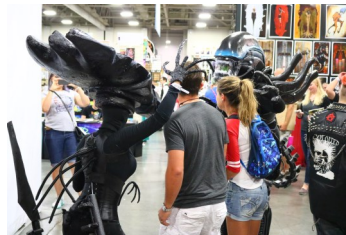
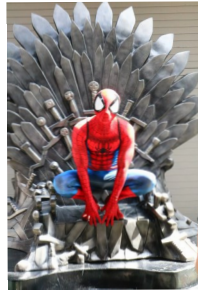
Other conferences included: **AIAA Propulsion & Energy, Best Friends Animal Society, Forum, Utah OPS, American Institute of Architects/Utah Western Mountain Region, Utah System of Higher Education Counselor Conference, Utah System of Higher Education Ancillary Meeting** and **Spillman Technologies**.



Meeting and training sessions included: **Sierra Pacific Crafts Annual Meeting & Tradeshow, Western Governors Bi-Annual Training Session/Graduation, 3 Key Elements: Queen of the Kingdom, Road to Achieve, ADSA-ASA Joint Annual Meeting, 3 Key Elements: Master Your Influence, 3 Key Elements: Present Yourself, 3 Key Elements: Royalty & Romance** and **Tranont Leadership Training**.

The 30th annual **Great Salt Lake Chili Affair** attracted hundreds of people who sampled dozens of variations of chili during this fundraiser for the Road Home.

Salt Lake Comic Con drew thousands of attendees, many of whom showed up in over-the-top costumes. The annual event featured Cos Play, many guest speakers, workshops, kids play area, retail exhibits and gaming.



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

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