

## News from around the Center

I hope everyone had a well-earned, restful, and relaxing Thanksgiving break! Following that break, we welcomed approximately 11,000 attendees for the American Speech-Language-Hearing Association (ASHA) Annual Convention from December 5-7. This was one of our largest campus-wide association event to date and would not have been possible without the addition of Summit and your hard work. This event, with 17 contracted hotels providing attendee accommodations, is forecasted to bring in an \$18 million windfall for our city and region. These metrics, especially in a month that typically sees fewer events, highlight the important role SCC plays in this community as an economic driver.

Success stories like ASHA, and all the incredible events we've hosted, inspire our Sales Team to champion the SCC brand and secure more events. None of our success in booking dates and space would be possible without maintaining a safe and reliable venue and upholding our strong service standards.

Wherever we travel and whomever we talk with, stories of your exceptional work are being shared among meeting planners. Curt Davis and I recently returned from client visits in Washington D.C., where we met with association-based clients who have hosted meetings with us or will bring their groups to SCC in the coming months. They welcomed us with open arms and gratitude, appreciating the exceptional team we have.

Please know we are incredibly thankful for your interactions with guests and your efforts to provide a place for clients to meet and collaborate. You are creating lasting memories, and the work you do today ensures future business for many years to come.

I hope you have time to celebrate the holidays with family and friends and we all start the new year excited to hit the ground running!

Best regards,

Aaron Davis  
Assistant Director of Sales



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# Celebrating Employees

## Featured Employee | Christian Finch, Event Application Specialist



Christian Finch is a member of the Event Services team, but he does not manage events and has no plans to do so. Instead, he works with several software applications (primarily Momentus, Poppulo, and Pharos) to get them to do the work and produce the outcomes the event managers and clients need. This includes all the digital signage for each event held at the convention center, as well as the spectacular lighting on the Skybridge, in the 800 Pike windows, and the 8th Avenue tunnel. He is the only Application Specialist on staff, and no one on staff can do what he does. He's truly a specialist.

Christian is a native New Yorker from the Bronx, and he arrived in the Pacific Northwest with a background in user experience design. Essentially, he studies how people interact with technology. He likes the job because he has the opportunity to apply into practice the concepts he studied.

For example, an event manager populates the Momentus software with plans that the Set Up attendants use as a guide for setting up a large lecture hall. Sometimes, no matter how hard the event manager works to get it right, the outcome – which can be a desired number of tables, chairs, and linens, for example – will be incorrect. That's because the software settings of that room set need to be adjusted. And that's what Christian does. He will edit the software so that it will produce the desired outcome.

He also works with the Poppulo software to produce digital signage for clients. The client sends him the graphics and the session information. It sounds straightforward, but it isn't. The graphics and session information arrive in many different formats, and it's up to Christian to figure out how to integrate those formats with Poppulo.

The hardest part of the job involves moving deftly from one software application to another and solving one kind of problem before engaging with an entirely different problem a half hour later. Then there are the people. He'll work with one client's creative vision toward digital signage and then another client's vision later the same morning. Each can be radically different. He often takes his cues from the event managers. They give him insight into the events and the meeting planners' sense of urgency and priorities. Those tips help him provide emotionally intelligent responses when providing essential customer service.

## Half-a-Dozen Questions | James Hatch, Admission Attendant

**Q** What's your favorite food?

**A** *A great burger, medium rare. Good bread & cheese is a close 2<sup>nd</sup>.*

**Q** What's the most exciting, or most memorable, place you've ever visited?

**A** *Australia.*

**Q** What song do you listen to most?

**A** *"Anything" by Kylie Minogue.*

**Q** What's the one word you would choose to describe yourself?

**A** *Appreciative.*

**Q** What do you like about your job?

**A** *The diversity of the various events and attendees, and I really enjoy working with the great team here.*

**Q** What's your favorite vehicle?

**A** *1933 Pierce Silver Arrow.*



# Event Calendar

EVENT	VENUE	ATTENDANCE	DATES
INTERFACE 2024	Arch	500	12/11-12/12
Confidential — Holiday Party 2024	Summit	2,000	12/12-12/15
The Chamber's 2024 Public Officials Reception	Arch	400	12/12
Visit Seattle Sales & Services Cultural Debrief Meeting	Arch	34	12/12
Confidential — PwC Hollywood Holiday Event	Summit	650	12/13-12/14
Trends Conference — PNW Property & Innovations 2024	Summit	1,000	12/16-12/17
2025 Joint Mathematics Meeting	Arch	6,500	1/6-1/11

## Thanks! Monthly Prize Winners

To: **Cecilia Mayr** 

Setting up coat check for PASS 2024. Huge help for Monday Lead and AA's. Appreciate your valued assistance. Awesome!

From: **Liza Ampoan** 

To: **Richard Easterly** 

Staying late to take care of Encore power at the PASS to NAPABA conversion at Summit.

From: Liz Brostrom

To: **Maria Avalos** 

All the coverage of cleaning that needed to take place during Lexus, CELA and BECU.

From: Cassandra Hohn

To: Negash Gebre-Selassie

Always being available to troubleshoot a ticket machine problem. Especially when it's busy and our customers are arriving for an event at the Paramount Theatre.

From: **Diane Davis-Mitchell** 

To: **Frank Valdez** 

Thank you for outstanding leadership executing room set conversions. Your safe, efficient, accurate execution of setup tasks were super helpful to our success!

From: Bek Hassanov

To: **Zach Lau** 

THANK YOU for bringing amazing warmth to the chilly Front Desk after 9 years of shivering. You took the initiative to order the ceiling heater and install it yesterday. It is a game-changer!

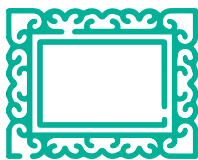
From: Mary Clare Kersten

To: **Mike Duran** 

Making sure Encore team confirmed Sunday ballroom was done before striking and for splitting coverage between buildings to assist.

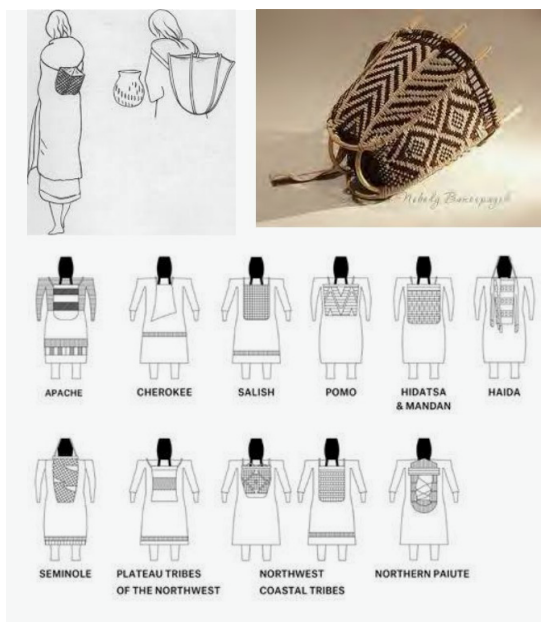
From: Liz Brostrom

# Art Corner



The last commissioned artwork on Pine Plaza at Summit, *Burden Basket*, is being installed and woven into place. It is part of a collection of site-specific artwork created by five Native American artists, all women, for the two primary Summit entries on Pine Plaza and Olive Way. The goal of the artworks is to express the ancestral and contemporary presence, contributions, and diversity of the Native communities and individuals in the state. The art acts as a visual land acknowledgment that Summit is on the traditional territories of the Coast Salish people.

The artist of *Burden Basket*, Kimberly Corinne Deriana, is a Mandan and Hidatsa architectural designer and artist specializing in sustainable and environmental Indigenous architecture, housing, and planning. A burden basket is traditionally created and carried by Indigenous women throughout the world. She transformed this utilitarian tool into a welcoming and grand portal to Summit. The size and weight of the individual rubber strips that make up the basket required the weaving to be done on-site, with many volunteers to help. It is a monumental addition to our art collection.



Scan this QR code to view a library of art at Seattle Convention Center in Arch and Summit. <https://hub.catalogit.app/11425/folder/eb1b49c0-3c6d-11ee-8ef6-353f9b72fac8>



## Client Compliments



*Thank you all so much for your work and a really great night for the Greenway. Gabrielle, we really appreciate your partnership in planning the event.*

Mike Woodsum, Director of Development  
Mountains to Sound Greenway Trust



*I wanted to say thank you so much for the outstanding experience at GSA in the Waterfall Suite.*

*Please pass on my utmost thanks for your organization, hospitality, and the wonderful food. Each of your teams made our event perfect!*

Chelsea Hawley, PharmD, MPH | GSA



# Client Compliments



*Hi Deb,*

*The Seattle Convention Center was the perfect venue for our gala of over 2,000 attendees. I'm so happy that we were able to host at your venue, and I continue to receive feedback from our attendees how beautiful and in awe they were of the space.*

*We hope to come back to Seattle one day and host our Convention at the Convention Center!*

Pang Moua (she/her), Meetings Director | NAPABA



*Please pass on to Aramark that the food got high ratings. My chicken dinner was really good and I checked with someone having the butternut squash ravioli and they said it was also really good ... at [other convention centers] it's clear you are having dinner at a convention center. At Seattle Convention Center, your dinner is as if you are dining at a fine restaurant.*

*And, of course, Aramark has well trained servers who do a very nice job.*

Happy Holidays! Kathleen



*Thank you for all your work to help us put together our Annual Dinner! Everything looked beautiful and we heard great feedback from the guests about the venue and service. I really appreciated your support for all the little things that came up last minute at the venue, as well as your prompt communications and availability during the event. Please pass along our thanks to Charlie and the rest of the catering team as well!*

*Thank you again & I'm sure we'll touch base again soon 😊*

Jamie Chen (she/they), Grants & Finance Manager  
Mountains to Sound Greenway Trust



*I want to extend our heartfelt gratitude to the entire Aramark team for making our event such a success! A special shoutout to the culinary team for their outstanding work on special meals this year and to Matt and John, for your patience and support leading up to and throughout the event.*

Ghalia Al-Ghoul, Event Coordinator, Redgate  
PASS Data Community Summit Team



*To the entire Seattle Convention Center staff and vendors,*

*On behalf of the Convention & Meetings team, ASHA, and our attendees, I wanted to take a moment to express our deepest gratitude to each and every one of you for your hard work, dedication, and outstanding contributions that made our Convention a tremendous success.*

*From the leadership team to the attendants, and everyone in between, your efforts did not go unnoticed. Whether you were helping our attendees, ensuring everything ran smoothly, or navigating the unknowns that came our way, you played a vital role in making this event a reality. Your commitment to keeping us safe, providing top-notch service, and handling every challenge with grace was truly remarkable.*

*Because of you, we were able to provide an exceptional experience for everyone involved, and you made us all look good in the process. The positive feedback we've received is a direct reflection of your professionalism, teamwork, and passion. Please forward this along to all team leads as I know I missed including many of them on this email.*

*Thank you again for your tireless effort and for going above and beyond to make this Convention such a success. We couldn't have done it without you!*

Krista LeZotte, CMP, CSEP, DES

Senior Director, Convention & Meetings | American Speech-Language-Hearing Association (ASHA)

# Emergency Response at SCC

SCC has an Emergency Response Plan (ERP) that covers general guidelines for various emergency response plans. The purpose of the ERP is to: reduce injury, damage, and harm during an incident, mitigate risks, minimize losses, and provide instructions for reasonably foreseeable emergencies. The ERP is neither a prevention plan nor recovery plan and does not have procedures for every possible emergency scenario.

Some scenarios included in the ERP are:

- Evacuation
- Fire
- Missing Person
- Cardiac Arrest/ Major Trauma
- Bomb/Chemical threat
- Active shooter
- Workplace Violence
- Facility lockdown
- Hazardous Material
- Power failure
- Earthquake

## Emergency Response: Evacuations

Full building evacuations are rare, but it is important to know what to do in the event of one. For isolated emergencies, staff may be directed by a Crisis Coordinator to move away from the affected area. Guests in these cases may choose to “self-evacuate” and we have a duty of care to help those guests calmly and safely even if an evacuation hasn’t been called.

### In the event of a full building evacuation:

- Crisis coordinator will declare a **CODE: Yellow** (Pre-Evacuation Notice)
- Follow Emergency Response Team (ERT) instructions for preparing your workspace for evacuation
- Employees should proceed to the nearest available Muster Point
- Evacuation order, **CODE: Green** will be issued via building alarm and/or over radio
- Exit using marked stairwells or escalators. **DO NOT USE ELEVATORS**
- Proceed to Assembly Areas and await instruction from Assembly Area lead

**Muster Points** are locations *within* the facility where personnel will be directed to meet in an emergency. Go to the one closest to your location unless that area is impacted by the emergency. Muster Points contain First Aid Kits, Evacuation Maps, & Communication to Security.



### Muster Point Locations

ARCH	SUMMIT
Lv1 – Admin	LvEx – Loading Dock
Lv4 – Loading Dock	Lv2 – Staff Elevators
Lv6 – Kitchen	Lv3 – Garden Terrace Pantry
	Lv5 – Staff Elevators

### Outside Assembly Areas

Locations *outside* the venue designated for SCC personnel and SCC service partner staff to assemble during an evacuation.

- For Arch evacuation **GO TO** Summit:  
Lv1 Market Lobby
- For Summit evacuation **GO TO** Arch:  
Lv1 Pike St Lobby

### Emergency Response: Fire

In the case of an emergency involving fire use the **Immediate Fire response: R.A.C.E.**

- Remove all non-essential personnel from immediate danger
- Alert Security Control & nearby staff
- Confine fire & smoke; if practical, close doors
- Extinguish the fire, if possible, but do not take unnecessary risks



# Emergency Response at SCC (continued)

## Fire Alarms

- Activated alarms let out three loud tones & and a recorded voice, and strobe lights will flash
- Announcements from Security will be heard through the overhead page or radio
- Non-Emergency Response Team staff shall proceed to the nearest Muster Point. If full evacuation is necessary, you will be directed from there.
- The buildings have automated responses in these situations, including: Elevators may recall to the main floor (do not use Elevators during a fire alarm or evacuation), shutters will close over Atrium openings, and interior doors may open or shut to guide the flow of people. All Stairwell doors will unlock.

## Emergency Response: Active Shooter

In case of an emergency involving an active shooter use **Run, Hide, Fight**.

- If there is an active threat **outside** the building, a lockdown will be enacted to keep staff safe.
- If there is an active threat **inside** the building, follow the national standard of Run, Hide, Fight.



## Thanks! Monthly Prize Winners

To: **Tyler Smith** 

Assisting with Aramark placement during PASS move-in

From: Liz Brostrom

To: **Asayet Zerezgi** 

Outstanding job keeping the Summit building clean and presentable for our guests during busy October. Thank you!

From: Bek Hassanov

To: **Mercedes Perez** 

Your outstanding ability to maintain order and provide structured leadership to the AA team during a period of dynamic and challenging circumstances proved invaluable to our organization.

From: **John Beauchamp** 