

## Letter from the CEO

Hey everybody!

Happy ROCKtober! As I reflect on my first several weeks at SCC, I am reminded of the dynamic landscape of our industry and how SCC is positioned to be globally recognized as a leader in the events industry. The sophistication and flexibility of the campus, planted in the heart of a thriving and ever-expanding downtown community, are truly special. Combine the campus location with the many examples of heartfelt service I have learned about recently and I am confident all the ingredients for a best-in-class brand are already here! I am excited to come alongside you as we set new benchmarks for quality and service in the years to come.

Throughout my career I have been driven by passion for creating impactful solutions that compel clients to return again and again, each time raising the bar for excellence. Delivering on this type of innovation isn't easy, as the urgent and legitimate needs of today quickly erase our commitment to the *what could be* of tomorrow. But we can do hard things. It will be up to each one of us to make sure there is alignment between the activity and vision of our enterprise going forward.

In the survey I asked SCC to partake in, I asked you what "dreaming big" would look like, and many of you took the time to share your hopes and experiences with me. I will share a summary of those responses as part of an exercise for our extended leadership team later this month. Following that meeting, the 2025 budget story and strategy will be shared with the broader team, which will inform the organizational goals, departmental objectives, and individual accountabilities needed to support a collective vision.

Together, we will create a culture of curiosity and collaboration, where diverse perspectives come together to challenge the status quo. The key to sustainable success lies in our ability to adapt, evolve, and seize new opportunities. Please don't be concerned if you hear me asking questions. By leveraging legacy experiences, data-driven insights, market trends, and tapping into the creative capital of so many team members, we can expand our reach and enhance our offerings. If we can do that, we will create a number-one brand that leads through values, makes a positive impact in the communities we serve, and stands as a beacon of trust and excellence across the city and nation.

I am ALL IN on the journey ahead as we work together to shape the future of Seattle.

Let's GO!

Jennifer LeMaster  
President & CEO



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# Celebrating Employees

## Featured Employee | Curt Davis, National Sales Manager



Curt Davis joined the sales team just as the Center grew and expanded staffing to handle the addition of our Summit building. He is one of SCC's three National Sales Managers (NSM), each of whom handles different geographic regions of the country. He primarily handles the Washington, D.C. region and some midwestern states. The Sales Department is focused on generating and placing business at the Center with the overall goal of increasing hotel occupancy rates in the city. Day-to-day, Curt's efforts include generating offers based on client requests for proposals, conducting site tours, and issuing license agreements. All the National Sales Managers travel around the country to attend industry-related trade shows, sales missions, and client events in their specific markets.

Early in his career, Curt learned the hard way to be a problem solver. As an Assistant Hotel Manager at Caesars Palace in Las Vegas, his primary role, aside from managing the front desk staff, was handling complaints. He says he could write a book about the problems and issues he had to deal with. It was a fierce learning curve in managing difficult situations. Nowadays, in the sales bullpen, his team relies on humor, and you'll hear a lot of laughter erupting from their space as they cope with the overload. He's thankful they all have each other's backs and the team jumps in to cover for each other. They work together to make sure the work gets done and the deadlines are met.

During his time off, Curt likes to get outside – hiking, biking, kayaking, road trips, beach excursions, photography, and gazing at waterfalls. He also has an interest in design, and mid-career he took a detour from the hospitality industry and moved to Los Angeles. There he got a degree in Interior Design at the Fashion Institute of Design & Merchandising. He renovated six historic homes and did design work for a few investors. It was a ton of fun, and one of his houses appeared on HGTV's House Hunters. He was also approached by This Old House Magazine about doing a spread on a 1929 Country English Cottage that he renovated, but the property had just sold, so the article didn't happen. He carries with him the honor of having been asked.

## Half-a-Dozen Questions | Gabrielle Cipolla, Event Coordinator

**Q** If you were a character in a movie, who would you be?

**A** *Jo March from Little Women.*

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

**A** *Lately songs by MUNA, Gregory Alan Isakov, and Sufjan Stevens. I never miss a Taylor Swift or Noah Kahan concert. Their music fits every mood.*

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

**A** *Thai food, hands down. I'm obsessed with Pad See Ew. It's the perfect comfort food.*

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

**A** *Lake Crescent is magical. It's peaceful and absolutely stunning. Definitely an escape from reality.*

**Q** If you go back in history, who would you like to meet?

**A** *Laura Ingalls Wilder.*

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

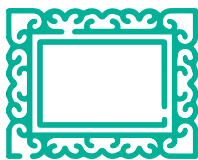
**A** *My Subaru Outback. She's been with me for so long, and we've crossed the country together more than a few times. Lots of memories with Ethel!*



# Event Calendar

EVENT	VENUE	ATTENDANCE	DATES
WSCAI 2024 CA Day		650	
King County Executive's Small Business Awards	Arch	250	10/7
Bob Ferguson for Governor Luncheon	Arch	1,500	10/8-10/9
Microsoft FY25 CELA Global Summit - Corporate, External, and Legal Affairs	Summit	2,200	10/11-10/18
Boeing Employees' Credit Union-Day of Purpose	Summit	3,500	10/11-10/15
Endocrine Days Fall 2024	Arch	100	10/11
LAI Labor Law & Arbitration Conference - Labor Arbitration Institute	Arch	310	11-Oct
AACAP's 2024 Annual Meeting - American Academy of Child and Adolescent Psychiatry	Arch	4,200	10/12-10/19
Lexus Canada 2024 National Dealer Meeting	Arch	150	10/12-10/17
2024 INFORMS Annual Meeting	Summit	6,500	10/17-10/23
The Oddities & Curiosities Expo 2024 Seattle - Boulevard Trash Entertainment	Arch	15,000	10/18-10/20
ACCT 2024 Annual Leadership Congress - Association of Community College Trustees	Arch	1,500	10/20-10/26
Alaska Leadership Summit 2024 - Alaska Airlines, Inc.	Arch	450	10/21-10/23
Bellwether Housing's 12th Annual Closer to Home	Summit	650	10/24
2024 Seattle National College Fair	Arch	10,000	10/24-10/26
Microsoft Aspire Start Strong FY25	Summit	2,300	10/24-10/31
KCBA Family Law Hot Topics - King County Bar Association	Summit	100	10/24
MCAWW Sip & Savor - Mechanical Contractors Association of Western Washington	Summit	200	10/24
Disney Lorcan & Bandai Games	Arch	2,000	10/24-10/28
USMA - West Point Fall AIM - United States Military Academy	Arch	300	10/27
Visit Seattle All-Team Meeting	Arch	65	10/30
ESP Fall Symposium - Emerging Sales Professionals	Summit	40	10/30
PASS Data Community Summit 2024	Summit	2,000	11/02-11/08
YMCA Camper Values Awards Ceremony	Arch	1,000	11/2
Washington State Democrats Election Night Watch Party	Arch	500	11/5
MCAWW Annual Meeting - Mechanical Contractors Association of Western Washington	Arch	60	11/7
GeekGirlCon'24	Arch	2,500	11/8-11/10
KCBA Bench Bar Conference - King County Bar Association	Arch	100	11/8
NAPABA 2024 Awards Gala - National Asian Pacific American Bar Association	Summit	1,800	11/9-11/10

# Art Corner



A new Rotating Art exhibition was installed on September 11, on Arch Level 2. The art from Gallery 110 includes a diverse range of paintings, photographs, mixed media pieces, and even holograms. The dynamic display reflects Gallery 110's commitment to fostering creative expression, experimentation, and collaboration among established and emerging artist members.

The two works depicted here, by Bonnie Hopper, are highly complicated collages with elements of oil painting, glass mosaic, and fabrics. It is fun to stroll around the gallery to see how each artist utilized their preferred medium.

Gallery 110 is an artist-run, non-profit, cooperative gallery. The members share the cost and work of renting and running the gallery space. Artist members have opportunities to develop exhibitions, participate in public programming, and present artist talks.

You can visit the gallery at 110 3rd Avenue South in Pioneer Square.

All works are for sale. Browse through the exhibition online here: <https://www.artworkarchive.com/profile/gallery110/exhibition/gallery-110-exhibition>



The installation of the Rotating Art Exhibition with art by Gallery 110.



The complicated collages of Bonnie Harper, on display on Arch Level 2.

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>



## All Staff Save the Date - Arch

### Winter Lunch & Learn

December 10, 2024 in Arch



# SEA Giant Skulls

The SEA Giant Skulls on display in the lobby of each Center building are part of a citywide Dia de los Muertos celebration. Both skull locations feature a sign that explains the project. Six skulls are displayed downtown, each designed by a different artist. On October 29, the skulls will be gathered and relocated to Town Hall for the Catrinas Festival October 31 – November 3.



El Alma de la Fiesta sits in the Summit Spotlight area.



Flight of the Monarch sits in the Arch at 705 lobby.

## Pike St. Mural

Have you noticed the colorful mural across from the 705 Pike St. entrance? The freshly painted artwork by artist Tori Shao is part of an ongoing, larger mural project taking place across Seattle.

The Hope Corps Downtown Seattle Mural Project commissioned over 30 murals in the areas from SODO to Belltown. Hope Corps is a partnership between Seattle's Office of Arts & Culture and six downtown neighborhood associations. The murals are part of Mayor Bruce Harrell's Downtown Activation Plan.



Mural by Artist Tori Shao. Photo by Austin Wilson.

Hope Corps launched in 2021 in response to the COVID-19 pandemic and the widespread loss of work and income in the creative sector. Inspired by the New Deal's Works Progress Administration, Hope Corps supports economic recovery for Seattle's creative workforce by connecting under-employed and unemployed artists, creatives, and culture keepers with career opportunities that contribute to the well-being of Seattle.

# Client Compliments



*THANK YOU SO MUCH for hosting Rameelo at your wonderful venue! I wanted to take a moment to express my appreciation to each and every one of you!*

***Michael**, thank you for your support, hospitality, and care to bring our organization to the great state of Washington for the first time! You worked weekends to make our event possible, and you were on top of everything! You explained everything in so much detail, and the understanding of spaces and charges was clearly communicated in a timely manner! Your efforts brought our event all the way from California, and I am deeply grateful to you for allowing us to host our event at your wonderful venue!*

***Tommy**, thank you for being a superstar event coordinator! From handling venue tour requests to working with tight budgets to supporting our team to working with dynamic changes to venue equipment and layouts to spending your time and energy to ensure all our questions were answered. You were truly a rockstar for us, and your support ensured our event went as a memorable one for many of our attendees in the community! I appreciate your flexibility in working with our constraints, and thank you for understanding our challenges in hosting our first event in a new market! You made the process seamless, and we couldn't have hoped for a better event coordinator!*

***Anastasiya**, thank you so much for providing us with the power and technical support throughout the event. You and your team were amazing in ensuring we had the appropriate power to deliver quality sound to our attendees and their experience! You were super understanding of our edge cases needs for power with photo booths and registration, and I thank you for that! Much appreciated!*

***Matthew**, thank you so much for supporting our event through your food sales. The dynamic menu, and the ability to provide our attendees with likable food was truly amazing! Thank you so much for the comped meals as well for our team!*

*Overall, thank you to you and all of the Seattle Convention Center staff! It was truly a pleasure working with you all, and just know, you made a difference in making our first event in Washington a success!*

*Looking forward to working with you all in the near future! ☺*

Heran Patel



*These [signs] look awesome!  
We've never used digital  
signage before, so this is  
VERY exciting for us!  
Thank you!!!*

Christina Simons,  
Director of Educational  
Programs and Events  
Association of Community  
College Trustees



Sun,

*Thank you for your  
unwavering dedication and  
hard work! Take a moment to  
appreciate all the magic you  
made happen. Our success  
wouldn't have happened  
without you! Thank you  
so much!*

The ASET team



Ken,

*Thank you so much for  
stepping in and helping make  
our event a success. We  
enjoyed working with you and  
thanks for always answering  
my texts. I hope you enjoy the  
rest of your summer.  
Thanks again!*

Kelley, FCCLA

# Departments Come Together to Provide *Good Show*

Sometimes, delivering SCC Service Standards is something small, like escorting a lost event attendee to their destination or greeting a guest with a welcoming smile. Once in a while, we're presented with the opportunity to provide Good Show in a way that requires a little more effort and the support of multiple people from various departments over a weekend.

A handful of SCC staff were faced with such an opportunity last Saturday and Sunday. The vendor of our client, Smartsheet, was unable to integrate their digital signage with the SCC digital sign platform. The signage was an important component of their event program. Tony Sheehan, SCC's Director of Information Services, tried to resolve the issue remotely and then came into the office to find what he hoped was a simple fix.

It proved to be not so simple. After pursuing many approaches, Information Services Support Technician Andrew King suggested a workaround to integrate the platform. This worked to some extent, but the challenges continued through Sunday, requiring additional staff support.

Ultimately, the client connected to all the digital signs, and everything was up and running as expected for the event. Whew!

Thanks to the following SCC staff for contributing to the solution and supporting Good Show for our client, which for some meant coming into the building unexpectedly on a day off.

- David Cononetz, Director of Facilities
- Brandon Haimes, Carpenter
- Andrew King, Information Services Support Technician
- Royce Reveles, Electrician
- Greg Reveles, Electrician
- Tony Sheehan, Director of Information Services
- Larry Spangler, Carpenter Foreperson



## Monthly Prize Winners

To: **Brian Pollard** 🏆

Stepping up for a co-worker who got mando for a split shift, but was in a bind and really couldn't. You dropped your plans and took the shift for them. Way to step up for a teammate!!!

From: Rodney Graviett

To: **James Hayes** 🏆

Taking the time, even when off-duty, to text and support James Norman while he was working. You received an email with additional event info and made sure to make him aware knowing he doesn't get email. Awesome!

From: Cassandra Hohn

To: **Negash Gebre-Selassie** 🏆

Coming in on Sunday to cover Friends of Costco Guild.

From: Fikre Assefa

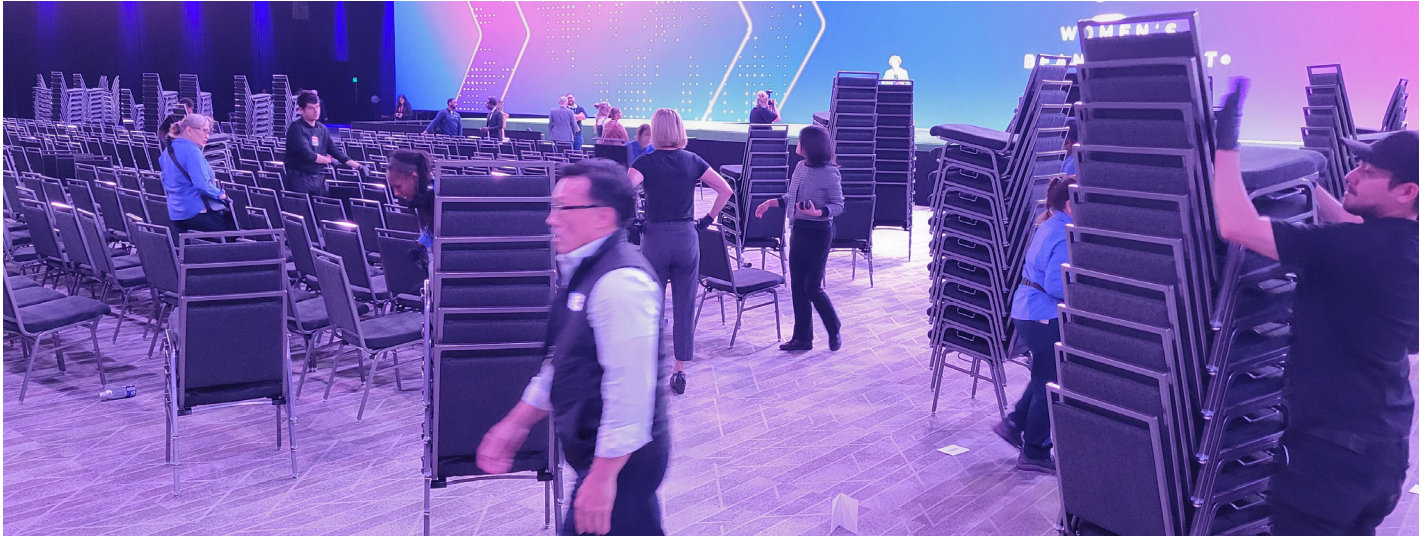
To: **Mark Greenwalt** 🏆

You did an excellent job maintaining and cleaning the building during PAX. All the hard work and dedication you put into making this event a success is greatly appreciated.

From: Anthony Robinson



# Accelerate chair strike



The SCC team met in Summit on Thursday, September 19 to stack chairs from an Amazon event in Flex.



The team stacked the entirety of Flex in 17 minutes.



## Monthly Prize Winners

To: **Victoriana Barbareno** 🏆

Thank you for your leadership during PAX. You did an excellent job cleaning the building and getting it ready for the next day.

From: Anthony Robinson

To: **Rafael Coronado** 🏆

Putting together a more efficient room resource for the team to quickly look at for PAX. It was very helpful. Thank you. Amazing work!!

From: Rodney Graviett

To: **Josh Jorgensen** 🏆

Coming over to Arch to support Darrell with the set-up of the ADA ramp. Your expertise helped to make our set safe and presentable.

From: Cassandra Hohn



# Unreal Fest chair strike



The SCC team met in Summit on Tuesday, October 1 to stack chairs from an UnReal Fest event in Ballroom 1.



The team stacked 2,300 chairs in 8 minutes and 30 seconds.

## Thanks! Monthly Prize Winners

To: **Katie Castle** 

Thank you for supporting me while I was away on vacation. You never complain about minding my pesky cell phone!

From: Mary Clare Kersten

To: **Sun Kim** 

“Amazon Accelerate 2024” — Your attention to detail is admirable. Your detailed event schedule allowed us to perform our individual tasks to the letter. Good Communication + Great Execution = Successful Show!

From: Joy MacGregor

To: **Janet Way** 

Thank you for noticing carpet damage during the PAX move-out and bringing it to our attention – even documenting with photos. Reporting this helps keep us show ready!

From: Jennifer Fahey

# Building Safety

When working at Arch or Summit, or traveling between, please keep caution in mind to help keep you safe at work and in the building.

For personal safety:

- Stay alert to people around you.
- Secure belongings in your locker or locked office, and store items in your car out of sight.
- When possible, walk in groups when using public transit.
- Use crosswalks and wait for the walk signal before crossing.
- Check all locked doors are shut securely behind you.
- If you feel unsafe walking to/from your vehicle, Security can escort you anywhere on-property.
- Don't attempt to handle an aggressive person. Contact Security instead.

If you encounter an aggressive person or threats of violence:

- Do not attempt to take action yourself.
  - Observe the situation from a safe distance.
  - If you feel threatened, find a secure or safe location.
- Contact Security Control.
  - Use a phone, radio, call station, or red phone.
- Give the exact location of the disturbance.
  - Building > floor > room/area.
- Inform Security what is occurring:
  - Is a weapon involved or has anyone been physically harmed?
  - What does the party look like. Note physical features, clothing, and unique identifiers.
  - What direction are they heading?
  - Security or SCC chain of command will determine a proper response or course of action.



When working in the building, identify the location of the following items to help keep you and others safe when needed:

- Security call stations and red phones
- Emergency medical equipment
  - First aid kits; automatic external defibrillator (AED); eyewash stations
- Emergency fire equipment
  - Fire extinguishers; pull stations; fire hose cabinets and connections
- Emergency Egress and stairwells
  - An unobstructed path to exit spaces inside the building to the street outside. This includes access to entry/exit doors, emergency stairwells, and exterior building doors.



- Muster points
  - Muster points can be found in the following locations and contain first aid kits, evacuation maps, and a method to communicate with security.

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