

## News from around the Center

April has been an exciting and energetic month, highlighted by a successful Sakura-Con, one of our largest and most anticipated events of the year. Held from April 18–20, the convention brought around 24,000 attendees together to celebrate anime, cosplay, and Japanese pop culture, filling our spaces with vibrant energy and creativity. The event was a true team effort, showcasing our facility's capacity to host large-scale gatherings while delivering an exceptional experience for guests and exhibitors.

However, the weekend took an unexpected turn when a kitchen fire at the Cheesecake Factory disrupted operations on Saturday. Thanks to the swift response from our on-site teams and emergency services, the situation was contained quickly and the event continued with minimal interruption. The weekend highlighted our ability to respond to incidents effectively and keep safety at the forefront.

The SCC team's response to this incident was exemplary, from crowd control and building operations to client communications and security. Thank you for the great job, and for upholding the SCC Service Standards, even while under extreme pressure!

April was also particularly busy and productive for the Finance Department, which took on a several critical initiatives to support the organization's financial health and operational effectiveness. One major undertaking this month has been the annual financial audit, which requires extensive preparation, data validation, and coordination with external auditors. The Accounting team has diligently reviewed financial records, compiled reports, and ensured all documentation is audit-ready. This effort helps uphold transparency and accountability in how we manage resources. Thank you to Renee and her team for the job well done!

In addition to audit work, the team has been leading several accounting process improvement projects aimed at streamlining workflows and reducing manual tasks. These initiatives focus on modernizing internal systems and improving data accuracy and reporting, ultimately saving time for the Accounting team and other departments that rely on our accounting services and information. The goal is to make our processes faster and more responsive to the needs of the entire organization. Continued on Page 3

Erwin Vidallon  
Chief Financial &  
Technology Officer



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# Celebrating Employees

## Featured Employee | Heru Thompson, Set-Up Attendant



Heru Thompson started working at the convention center last November and already has developed a reputation for his energy, work ethic, and positivity. When asked about his favorite aspects of the job, he responded, “Service.” For him, service is life; “be it medical, restaurant work, counseling... we are all servants for each other in life.”

In assisting someone else, he finds he is assisting himself. The nurturing of his mother, grandmother, and all the elders in his environment nourished him with integrity. Through them, he learned integrity must be a lived principle. “I view life from 360 degrees, so I can gain the full spectrum of life and its lessons. This integrity guarantees I will not compromise this gift called life,” says Heru. “Ultimately, I seek the truth, and I share with others so together we can create a better world.”

“What you put out,” he says, “is what you get back.”

On the job, the set-up crew provides all the services to get everything presentable for the client. They set up the venue the way the client wants, and make sure it’s clean and sanitized. Attention to detail is extremely important, and he is especially concerned about the impression that the room makes on the client. “From the floor to the door to the ceiling,” everything must be to the client’s liking. If anything is out of order, the client may or may not say anything, but he knows the client will not forget it. Often the client will ask the team to make a change. When that happens, the attendants notify the Crew Chief, who notifies the Event Manager and gets approval for the changes. During that time, Heru moves ahead and starts to stage the equipment because he understands the urgency of the request and anticipates the change being approved.

In his off hours, he enjoys research and loves to travel.

## Half-a-Dozen Questions | Royce Reveles, Electrician

**Q** Who in your life has influenced you the most? How did they do that?

**A** *My dad. He taught me how to accomplish more in life and led me down the career path that I have now.*

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

**A** *Ethan Hunt from Mission Impossible.*

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

**A** *Eccentric.*

**Q** In your life, what is life’s greatest lesson?

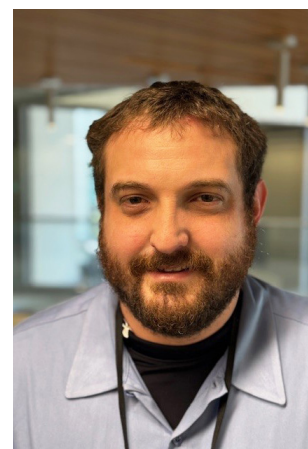
**A** *We are all equal people, and we all deserve to indiscriminately find happiness in this life in whatever way that is.*

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

**A** *Ulysses S. Grant.*

**Q** What is the best dish you cook?

**A** *Turducken.*



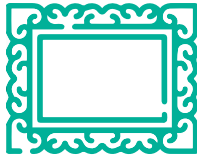
# Event Calendar

EVENT	VENUE	ATTENDANCE	DATES
INSAR 2025 Annual Meeting - International Society for Autism Research	Arch	2,300	4/28-5/3
AATS 105th Annual Meeting - American Association for Thoracic Surgery	Summit	4,000	4/29-5/5
Foster Buerk Center for Entrepreneurship Dempsey Startup Competition - UW-Michael G. Foster School of Business	Arch	300	1-May
Amazon Accelerate Site Visit-May	Summit	50	5/5-5/7
WSDA 2025 Pacific Northwest Dental Conference, aka PNDC - Washington State Dental Association	Summit	4,500	5/6-5/10
Stolen Youth Not on Our Watch Luncheon 2025	Summit	550	5/6
Visit Seattle Annual Meeting	Arch	800	5/7-5/8
Environmental Markets Conference	Arch	800	5/8-5/15
2025 Financial Planning Association Symposium	Summit	200	5/8
Rainier Scholars Fundraising Dinner 2025	Summit	1,400	5/9
An Evening with Eckhart Tolle	Summit	3,000	5/10
BUILD 2025	Arch	3,000	5/11-5/24
American Workforce & Justice Summit - Responsible Business Initiative for Justice	Arch	225	5/13-5/14
KCBA Title 11 Court Visitor Training	Arch	135	5/14-5/16
May 2025 PNW Volleyball Tournament	Arch & Summit	3,000	5/22-5/27
PSRC General Assembly 2025 - Puget Sound Regional Council	Summit	175	5/22
Solid Ground 2025 Gala	Summit	350	5/28
Artificial Intelligence & Internet of Things 2025 - Society for Makers, Artists, Researchers and Technologists	Arch	100	5/28-5/30
Pramila for Congress Luncheon	Arch	450	5/28-5/29
PSBJ Women Who Lead Summit 2025 - Puget Sound Business Journal	Summit	350	5/29
PRIMA's 2025 Annual Conference - Public Risk Management Association	Arch	1,200	5/30-6/4
Roots of Recovery Fundraiser - Evergreen Treatment Services	Summit	380	5/31

## News from around the Center (Continued from Page 1)

Another key area of focus has been our continued efforts in drafting updates to procurement and contract operating procedures. The Procurement team is working to ensure these updates reflect best practices, align with compliance standards, and support more efficient decision-making. These revisions are designed to bring greater clarity and consistency to purchasing and vendor engagement.

A sincere thanks to the Finance Department for their hard work, attention to detail, and dedication to continuous improvement. Their efforts in April are laying the groundwork for smoother operations, stronger internal controls, and a more efficient future for SCC. Stay tuned for more updates as these projects move forward!



## Why does SCC have dolls?

You may have noticed sets of large handmade dolls in a display case while walking on Arch Level 2 toward Juicy Café.

The dolls were gifted to SCC on the 30th anniversary of Washington’s Sister State friendship with Japan’s Hyogo Prefecture. The anniversary event, held at the Center in 1993, included visiting officials and artists from Hyogo. Since the sister state’s establishment in 1963, people at the grassroots level have played the primary role in initiating and carrying out people-to-people exchanges that make the relationship vital and successful. To commemorate the special year, many friendship delegations crossed the Pacific Ocean to participate in events and festivities held throughout Washington and Hyogo.

In the 1960s, the growth of US-Japan sister city relationships stemmed from a post-World War II effort to build stronger people-to-people ties and foster global understanding. This initiative, spurred by President Eisenhower’s “people-to-people program,” aimed to promote peace and cooperation through community-level exchanges. The 1960s saw a rise in these relationships as a way to strengthen bilateral goodwill and support engagement between the two nations.

Japanese dolls, called ningyo, are a traditional Japanese craft. These are examples of daily life given as a formal gift and used in diplomatic exchange. The cattle industry is very important to the Hyogo province. These dolls represent raising cattle and giving thanks to the cattle after plowing the field. In July of 1993 the doll artist, Ume Watanabe, toured Washington to talk about her art and led hands-on workshops.



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



*Mathew and Jessica,*

*Good morning! I am reaching out to you as I want to share with you the absolute positive experience that we had at the MRS Spring 2025 conference at the beginning of April. I am the lead planner for the conference and have worked with Roberto this year, and for our conference last year. Both years have been terrific however this year, we were able to take what we learned and elevate the experience for our attendees and for the MRS staff. Yesterday we had the staff debrief and I wanted to share some of the feedback that we received, these are verbatim:*

- *Presentation, staff, and overall food quality was excellent throughout the Summit*
- *Attendees loved that we had soy milk at the coffee breaks (in other words, you guys made us look good ☺)*
- *Comments on the food at Posters and Symposium X was very positive, and we received lots of compliments*
- *Mochi ice cream in the exhibit hall was a standout for the exhibit hall break!*
- *Banquet Staff managed the Korean Night Reception well – the organizers were pleased (this was an important event for us as we've been developing this relationship for several years now)*
- *Italian Soda Bar was a hit!*

*We did not receive a single complaint from the staff regarding the food or service. From my perspective, working with Roberto in advance, we were able to utilize the menus to work within the restraints of the budget while still providing food that was delicious. I also appreciate that we were able to take the lessons from last year's bar experience and come up with a solution for this year – ensuring that we were able to provide beer and wine to our attendees at our poster receptions, while also not going over our budget.*

*On-site Chantel was extremely helpful in talking through set up for receptions, adjusting as needed, and I would like to support that Walking Tacos should be added to the menu ☺ if you don't know what I'm talking about, ask her. It's brilliant.*

*You should be extremely proud of your team – from Roberto and his support to your chef and the flavorful food, and all of your staff in the back of the house, to your banquet staff the represent the front of the house, they truly made a difference for our staff and our attendees.*

*We look forward to seeing everyone again in 2027.*

Tricia Simmons, Global Project Manager, Conference Direct



*Hi Everyone,*

*I wanted to thank you all for your hard work and dedication for making the AO Annual Meeting a success. Our leaders were very happy with the meeting, and everyone loved the new building!*

*Again, I really appreciate all that you all did for us!*

*Kindest Regards,*

Gina M. Seegers,  
Director of Meetings & Conventions



Google review from Steven Granato:

*Driven through many times, but walking this last night is the 1st time I looked up at the Arch! It all looks really nice lighted up at night. Seattle is doing a great job on its upgrades this past few years.*

# Client Compliments (continued)



Dear Morgan,

We just completed a 5-day program, AACRAO, with approximately 1,700 guests from all over the country. This is an annual meeting of higher education professionals that work specifically in the registrars' offices and admissions. We hosted a few luncheons, 1 large reception, and a number of coffee breaks – oh and concessions in the exhibit hall for two days.

Throughout the program time and time again I heard both from staff and attendees that the food was EXCELLENT!!! Hats off to you and your team. Let's just say I have traveled a lot and convention center's do not always get a lot of praise for exceptional food. I enjoyed the planning process with you, specifically around the variety and creativity in your offerings. Thank you for your guidance and support! I was blown away when a woman in our group who loves steak and is a tough critic mentioned that the short ribs served on Sunday at the Mediterranean buffet were OUTSTANDING!

The concessions, serving Seattle Street Eats in the Grill I know was outside the norm of operations, but it turned out to be from the front of house most excellent. The attendees enjoyed, I myself even got in on the action with a Chicken Pot Pie, yum!!!

Go Seattle Aramark!!! ☺

Best Wishes,

Dana Cox (she/her), Global Account Executive, Event Operations Manager



## Thanks!

### Monthly Prize Winners

To: **Nicole Castellucio** 🏆

Double-checking doors and unlocks with Chad. Teamwork is always something you are good at.

From: Brian Sevaaetasi

To: **Min Ratzel** 🏆

Thank you for being on top of set-ups and particularly for taking photos of the set-up and sending over. This extra step you do is extremely helpful!

From: Taryn Okihara

To: **Brian Sevaaetasi** 🏆

Correcting the unlock report in a very timely manner. Event Staff expressed great thanks!

From: Chad Alabe

# Safety Committee

## See Something, Say Something

Safety is everyone's responsibility, and the best way to stay vigilant about safety is to follow the practice of *See Something, Say Something*.

This means that if you see a hazard, report it, even if you think someone *else*. These hazards may include:

- Wet floors, loose or uneven flooring, or other slip and trip hazards
- Blocked emergency exits
- Damaged tools or equipment
- Poorly lit walkways or work areas
- Missing or damaged PPE
- Unusual noises or smells
- Missing or malfunctioning safety guards
- Unstable ladders, lifts, or other elevated equipment



When a hazard is found, it is important to report it as soon as you are safely able to do so.

Who to contact:

- If you see one of the hazards described in the list above, or a similar hazard pertaining to an event or event personnel, please contact the SCC Event Manager via radio and let them know the place and nature of the hazard.
- If you see an issue related to the building or personnel, please contact your immediate supervisor.
- If unsure who to contact, please contact security control for the building the hazard is in.

By working together and saying something when we see something, we can create a safer environment for everyone in the building whether they are staff, attendees, or visitors.

Please remember safety isn't just about preventing hazards but also about taking care of those that are injured. To ensure we do everything we can to keep all staff and visiting professionals safe, please report any injury or near-miss within 48 hours of the incident.

## SAFETY AT THE WORKPLACE





## Save the date for a team meeting!

June 17, 2025 | 9am - TBD at Summit



### Monthly Prize Winners

To: **Michael Spencer** 🏆

Keeping sales on track with managing expenses.

From: **Michael McQuade** 🏆

To: **Hannah Roderick** 🏆

A big thank you to Hannah for creating the Community Bookshelf for all of us to enjoy. It's such a wonderful addition to our space! Also, the brownies were delicious – thank you for those too!

From: **Deb Hermansen** 🏆

To: **Tyler Smith** 🏆

Thank you for helping with the leaky roof in 4A during SakuraCon. Thank you.

From: Krista Daniel

To: Kyle Cleveland

Writing a Momentus Financial Document template for the statement of cash flows.

From: **Renee Wasisco** 🏆

To: **Derek Forare** 🏆

When our Board Chairman requested a second ID badge be made within a few hours, you made sure to get it done. When he needed to leave quickly, you ran to meet him at his car to hand it to him. You showed how good our customer service is. Good Show!

From: **Mary Clare Kersten** 🏆

To: **Robert Williams** 🏆

Thanks for your willingness to drive the electric box truck to move trash and recycle between Summit and Arch! We couldn't have been successful without you!

From: Earl Taylor

To: **MacKenzie Gaspar** 🏆

Your support during the hiring and interview process for operations. Your communication and time management of it was greatly appreciated.

From: Cassandra Hohn