

News from around the Center

Greetings all!

It was great to see so many of you at the ConnectX meeting on June 17. It was a terrific morning of professional development and meaningful engagement with our colleagues. Some of the highlights included Vivian from CultureAmp providing an overview of our employee engagement survey results, and Melina sharing department focus areas and activities before we collectively voted on a focus area for the organization. Then, Andrea inspired us with her talk about Gracenotes™ and making people feel like they matter. It looked like the auction of lost and found items was an absolute hit, and we enjoyed a fabulous BBQ lunch on the Terrace. Thank you to everyone who made this wonderful event happen. You'll find links to some of the ConnectX materials on page 6 of this newsletter.

In Communications team news, please welcome our summer intern, James O'Brien. He's pursuing his master's in library and information science at the University of Washington and is excited to use his skills to develop a photo library in SharePoint. The library, which will feature filtering tools to help find the right photo/s, will be useful for a variety of purposes.

The Communications team is also developing a new public-facing website. An organization's website is one of the most critical extensions of a brand, and we're taking great care in creating a website that better represents SCC's capabilities, features, and impacts. We anticipate it will launch in late fall.

I'll wrap up this letter with a Gracenote™. Last year, SCC hosted 200 events, and each one of you positively contributed, directly or indirectly, toward creating extraordinary space so our clients' big moments could happen.

Enjoy summer in the beautiful Pacific Northwest!

Loni

Loni Syltebo
Director of Communications



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Celebrating Employees

Featured Employee | Rodney Wheeler, Admission Attendant



Rodney Wheeler is one of the first faces our guests see – and he takes that responsibility seriously. He works to make every guest feel welcomed, informed, and safe. From checking credentials and guiding attendees to their destinations to managing crowd flow and responding swiftly to any issues, Rodney and the AA team are knowledgeable and approachable.

Rodney grew up on a small farm in the Appalachian region of North Carolina. His adventurous spirit led him to explore around the globe. He has lived, worked, and traveled all over the world and across many U.S. states—experiences he calls the best life education he could have received.

Before joining the Center team, Rodney had a job raising money for charities, a path that required quickly building trust and forming meaningful connections. “It’s super easy for me to talk to people,” he says. “I’m not at all shy to greet and engage with anyone, anywhere, anytime.” Rodney believes that preparation is the key and quotes his personal motto: “The 4 P’s = Preparation Prevents Poor Performance.” He also credits the strength of the AA team and leadership for their success. When discussing his experiences working events, he recites his personal philosophy: “Guests will remember more about how we make them feel than they will remember what they learned, what they ate, or what they saw.”

Outside of work, Rodney is a proud father of two successful daughters and a smart, strong stepson. He calls being a father his greatest joy and says he’d do that part of life all over again in a heartbeat. A graduate of the University of North Carolina, Rodney is a passionate UNC basketball fan – win or lose, he’s always cheering them on.

Rodney has just completed his six-month probation period. Working at the Seattle Convention Center marks the next chapter in his story, and he’s looking forward to the good things still to come.

Half-a-Dozen Questions | Amber Colburn, Regional Sales Manager

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

A *Timaru, New Zealand – to see their native penguins!*

Q What book has had an impact on you?

A *Two, actually. The Four Agreements by Miguel Ruiz and The Alchemist by Paulo Coelho.*

Q What’s something you’ve always wanted to learn but haven’t yet?

A *Hang gliding.*

Q What word would you use to describe yourself?

A *Optimistic.*

Q What fictional place do you wish was real?

A *Candy Land.*

Q Do you have any pets?

A *Yes, two Abyssinian cats (brothers).*



Event Calendar


| EVENT | VENUE | ATTENDANCE | DATES |
|--|--------|------------|-----------|
| Microsoft MCAPS Start 2025 – Microsoft Customer and Partner Solutions | Summit | 5,729 | 6/29-7/12 |
| WCA World Championship 2025 – CubingUSA | Arch | 5,000 | 7/2-7/7 |
| UNITED: The National Conference on School Leadership – National Association of Secondary School Principals | Arch | 2,500 | 7/7-7/13 |
| Microsoft FY26 CELA Global Summit – Microsoft Corporate, External, and Legal Affairs | Summit | 2,700 | 7/12-7/17 |
| GitHub RKO FY26 – GitHub, Inc. a Wholly Owned Microsoft Subsidiary | Summit | 1,125 | 7/18-7/24 |
| Costco 2025 International Managers' Meeting | Summit | 2,000 | 7/25-7/31 |
| WorldatWork Total Rewards Summit | Arch | 200 | 7/29 |



Deb Hermansen Award

Deb Hermansen, Regional Sales Manager at SCC, was awarded the WSAE Partner Award in June. The Washington Society of Association Excellence recognized Deb for being “being a face our members love seeing at events,” and for “contributions [that] really stood out to our group.” Congratulations Deb!

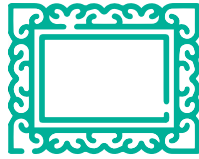


Thanks! Monthly Prize Winners

To: Abigale Harrison
 Thank you for being a team player and all your hard work.
 From: **Edith Espinoza** 

To: **Maria Manlicic** 
 Respect, honesty, and pride in the job; I am proud to work with Maria.
 From: **Stephen Deroski** 

Art Corner



“Ang bahandi sa mga tao”

The SCC Art Program stretches as far as Howell Street near Boren, on the north side of the Washington 1000 building. Pedestrians can walk by the colorful windows of the Summit loading dock and let their minds wander as they admire and interpret the work. The insulated glass window panels are embellished with custom ceramic frit art on glass layers, which are UV-resistant. Frit art is a glass art technique that uses crushed glass pieces fused to glass surfaces.

The glass art, titled “*Ang bahandi sa mga tao*,” by Romson Bustillo, is about resilience. The title is a combination of words from various Philippine languages, broadly meaning “wealth or treasure of the people.” It signals the honoring of stories and the contributions—past, present, and future—of the individuals and communities that shape our region. The artist intends to “offer artwork that allows for reflection and revisiting narratives that inform the richness, along with the complexities, of who we are on this land together.” Each “glyph” and combination of glyphs within the artwork has the potential to be interpreted differently based on the references and stories the viewer carries.

| Form | Symbolism/Visual Cues/Ideas |
|------|--|
| | Sample 1 Romson Regarde Bustillo, 2019 |
| | Dragonfly, Water, Berry, Human, Transformation, Hope |
| | Corn, Wheat, Crocodile, Human, Agriculture, Technology, Vision |
| | Humans, Fish, Community, Working Together, Togetherness |
| | Planes, Clouds, Face, Arrival, Departure, Travel, Global Community, Technology |
| | Ginger, Turmeric, Galangal, Ginseng, Roots, Human, Bear, Heat, Courage, Health |
| | Human, Bird, Canoe, Paddle, Welcome, Past, Present, Future, Travel, Migration, Messenger |
| | Orca, Fish, Bird, Life, Ocean, Rivers, Sky |
| | Shellfish, Mussels, Clams, Geoduck, Shore, Garlic, Berry, Humans |
| | Fish, Fishing, Fish Market, Human, Vision |



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



Hi Krista,

I wanted to take a moment to share how wonderful it was working with Samantha Parker on this year's event. She was an exceptional event manager—consistently responsive, detail-oriented, and willing to go the extra mile to ensure everything ran smoothly.

Sam fully took on responsibilities and executed them flawlessly. It made a world of difference [compared to the event last year].

When we arrived onsite, everything was exactly as discussed—organized, thoughtful, and ready to go. I also want to call out the improvements with parking this year, which were much appreciated and a notable step up from last year.

Please pass along my sincere thanks to Sam. Her professionalism and ownership had a significant positive impact on the event.

Best regards,

Piper Scalise, Real Time Productions



Dear Keith and Jessica, Hello and Happy Friday!

I wanted to write on behalf of the F&B team to say thank you for your efforts last week at MS Build 25. For me personally, the attendee lunches were a highlight - the food quality, speed of service, and trash management worked out great.

Also, we were particularly grateful for your teams efforts to up-level the "Pre-ordered Meals/ Special Meals" experience with the addition of a chef/nutritionist in the space during service times. Nicole highlighted what a big step forward that is for that special service set-up. I know Nicole was disappointed to not have the time onsite due to other real time event needs to meet with your team and see this service upgrade in action. Thank you for making this happen.

Thanks again for everything. Look forward to working with you on future events.

*Abby Crossen, Senior Lead,
Event Project Management, Sound Planning*



Thank you, Alex [Elenzano]. I shared this with Ro as well, but the team was incredible. Absolutely zero hiccups, everything ran smoothly and the team was friendly and helpful. We had a great experience!

Anna Cronin, Solid Ground



Hello Cathy,

Thank you again for everything on this one it was so much appreciated and your staff was super accommodating with every turn. Hope that you have a great rest of the week.

Robbie Zuuring, THiNC WORLDWIDE, BUILD



Hi Krista,

I returned from PCMA edUcon in Louisville late last night and while I was there, met with Shawna Gordon-Arrington who is the Senior Meeting Planner for Cystic Fibrosis Foundation (#32945). CFF will be hosting their North American Conference at Summit in late October w/ 5,500 ppl.

Shawna has been in her role for over 5+ years and said, you can tell very quickly, if you're working with an experienced Event Manager. It was evident, within the first couple of emails, that Sun was experienced and Shawna said that Sun has been exceptional to work with. She went on to say she's been very impressed with the SCC, they're excited for October.

Always nice to meet happy customers and thanks to Sun and your team, there are a lot of them out there!

Aaron

ConnectX

See Andrea Driessen's Grace Notes Primer at <https://www.grace-notes.org/contact#primer>



Teams gathered with coffee and pastries before the meeting began.



Members of the Facilities team gathered for ConnectX.



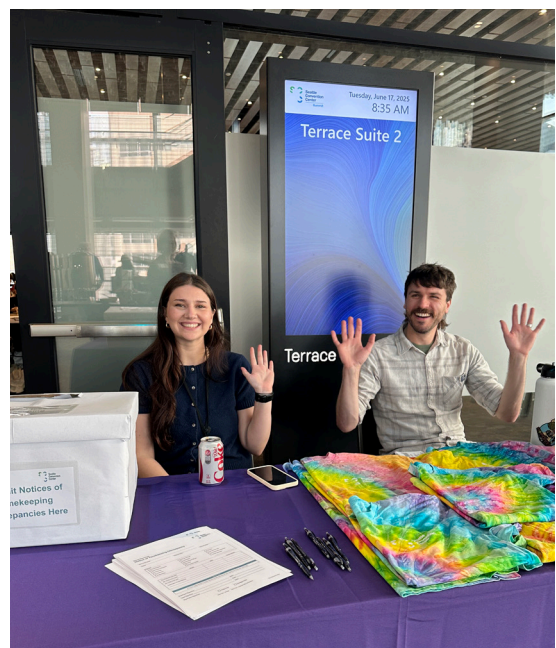
Voting as a group prompted lots of great discussion.



Scan QR code or go to <https://seattleconventioncenter.com/convention-connection> to see ConnectX material.



President & CEO Jennifer LeMaster opened the meeting.



Sarah Medina and Max Parker tabled outside the meeting.

ConnectX (continued)

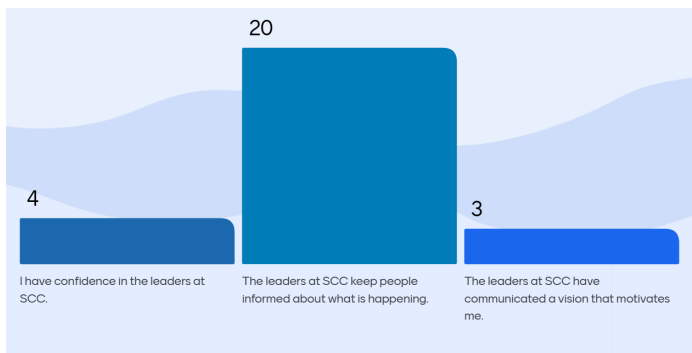


Erwin Vidallon happily dished up at the buffet.



Aramark served a fabulous BBQ lunch after the meeting.

SCC Engagement Survey: Organization Action



As part of ConnectX, the group voted via mentimeter on which focus agent/organization action should be prioritized. The winner: Keeping people informed about what is happening through a monthly "Leadership Update & Q & A."

I have confidence in the leaders at Seattle Convention Center

Launch a "Leadership in Action" spotlight series that highlights how SCC leaders are living out the organization's values – sharing real stories of decisions made, challenges addressed, and outcomes achieved. Publish these monthly via internal newsletter to demonstrate integrity, transparency, and accountability.



The leaders at Seattle Convention Center keep people informed about what is happening

Host a monthly "Leadership Update & Q&A" session where SCC leaders share important organizational updates, upcoming changes, and progress on key initiatives. Provide time for open questions from staff to build transparency and reinforce trust in leadership

The leaders at Seattle Convention Center have communicated a vision that motivates me

Implement "Connect Talks" run by members of the leadership team. Short stories posted/published online to show examples of how the vision connects with all of our everyday actions.



Monthly Prize Winners

To: Jules Miller

Thank you for your work on creating our CBA financial model and always being so resourceful during meetings and negotiations. Thanks so much!

From: **Erwin Vidallon** 🏆

To: **Gabrielle Cipolla** 🏆

I appreciated your willingness to help resolve the speaker issues so we could both meet our objectives. The videoshoot team thanks you.

From: Loni Syltebo

To: **Larry Spangler** 🏆

It looked like the heater was broken and I thought a quick fix with Super Glue would suffice. However, your skill made it better. Thank you for your remarkable evaluation! There is no limit to the value of your work and it is greatly appreciated!

From: Joy MacGregor

Seattle Pride Parade



SCC was one of 250 organizations that participated in the Seattle Pride Parade on July 29. Thanks to the Employee Experience Committee for organizing such an uplifting activity!



Monthly Prize Winners

To: Sean Begley

Thank you for your presentation to our site tour guests, and for setting up the Summit Lobby display and Ballroom lighting.

From: **Emily Hoyt** 🏆

To: **Sarah Quartararo** 🏆

Great work to develop the visuals and help create a successful show!

From: Linda Willanger

To: Joy MacGregor

Reporting the new vehicle detections loop pad installed was a trip hazard. Because of your immediate reporting, we will paint the corners yellow to caution pedestrians.

From: **Fikre Assefa** 🏆

To: **Ricky Viken** 🏆

Always being mindful and evaluating our levels of refuse and compost on the Arch & Summit docks. Your reporting helps to keep the limits manageable and the removal timely.

From: Cassandra Hohn

To: **Christian Finch** 🏆

Thanks for deploying some welcome logos for our sites tour guests. They were noticed and appreciated by our visitors.

From: Emily Hoyt