



E-ZINE

BOOKINGS



Summer in Alaska used to be slow season for Conventions – but not anymore! With the opening of the Dena’ina Center last Fall and the increased hotel availability in Anchorage, our summer was very busy – and that’s a good thing. The Egan Center saw a steady flow of *Alaska cruise companies* business all summer long, as the facility is perfect for passenger transfers and luggage staging. As for new summer activity, the *Delta Sigma Theta* Sorority ladies kicked off their convention in July followed by the sisters of *Alpha Kappa Alpha* turning Anchorage pink and green in mid July. AKA actually held events in both the Egan Center and the Dena’ina Center, proving the point that the combination of these facilities enables Anchorage to host larger conventions and more clients simultaneously. Some other examples of increased summer activity are the University of Washington’s *Midnight Sun Assistive Technology Conference* in August and the *National Association of Postmaster of the United States (NAPUS)* and *IEEE’s Vehicular Technology Society* in September. On the local front we welcomed the increase in weddings at Dena’ina, using the fabulous third-floor Ballroom and Terrace with their extraordinary Chugach mountain views. Local fans enjoyed concerts by *Tantric* in Dena’ina and *Silverstein* in the Egan. Last but not least, we were proud to host the *Alaska State Firefighters Association*, filling the Ildlughet Exhibit Hall with Fire trucks and other impressive equipment in September while meeting and training how to best fight fires - and save lives.

OPERATIONS

With the one year anniversary of Dena’ina’s opening approaching, the Operations Department used the summer season for inspections, maintenance where needed and fine-tuning systems and policies before the arrival of the mid September opening milestone. The first anniversary means that Ops now has a full year of experience in managing Dena’ina’s HVAC systems. No matter Alaska’s climate challenges, from hot to cold, from long sunny days to shorter fall daylight hours, the goal is to assure maximum comfort and a quality environment for our guests. At the Egan Center, the revitalization project is almost complete, with a few remaining final upgrades scheduled for early 2010. Ops added a good number of jobs to the local economy and thanks to solid training we now have a well-qualified and stable workforce in place. Training included Health and CPR sessions for all staff, not just Operations, to maximize our capabilities to provide basic assistance to clients needing emergency medical help. Client feedback on Ops and Conversions is increasingly positive, much like the excellent comments we’re seeing in the Food & Beverage department.



CORPORATE INITIATIVES

New SMG Operations Intranet Website

SMG is pleased to announce the launch of a new intranet website dedicated to the support of day to day venue operations. Using the wealth of knowledge and resources available only to SMG, this new website will offer the industry's deepest base of resources for venue operators.

This website can be found at <http://ops.smgworld.com/>. This site is password protected. At the Log In page, click "Forgot Password" and follow the directions to obtain your password.

The SMG Operations Intranet Website serves to support operations through communications and resources. Intent is to disseminate clear guidelines for operations, deliver preferred goods and services to SMG venues and respond to the needs of those venues.

As is the nature of our business, this website is designed to be constantly revised, modified and adapted to meet the needs of our venues.

COMMUNITY INVOLVEMENT

The Egan Center hosted the "Project Homeless Connect" on July 31st. This event provides a wide array of information and practical services to Anchorage's homeless population about employment, healthcare, legal matters and housing assistance. In addition, participating companies and organizations provided food, haircuts and foot care to those seeking help, including teens, youths and veterans. *Covenant House Alaska* offers hope to homeless youths, providing shelter, food and care as well as the support and life skills they need to put their lives on the right track down the road. The Centers were pleased to assist their valuable mission by hiring several of their young patrons in Operations as well as Food & Beverage.

Anchorage's "Abused Women's Aid in Crisis" (AWAIC) organization provides invaluable services to battered and otherwise abused women and their children. They shelter and support those who need it, providing lodging and meals, aiming to get their patrons back on their feet and help provide them with a new start. At midnight on Monday July 20th, AWAIC suffered a major setback when their kitchen caught fire and they were unable to provide the meals their patrons depend on. The Anchorage Convention Centers stepped in and provided hot lunches and dinners for several days to 50-75 patrons, sending our Cater-out teams over to AWAIC to help keep their meal services going in this unexpected time of need.