

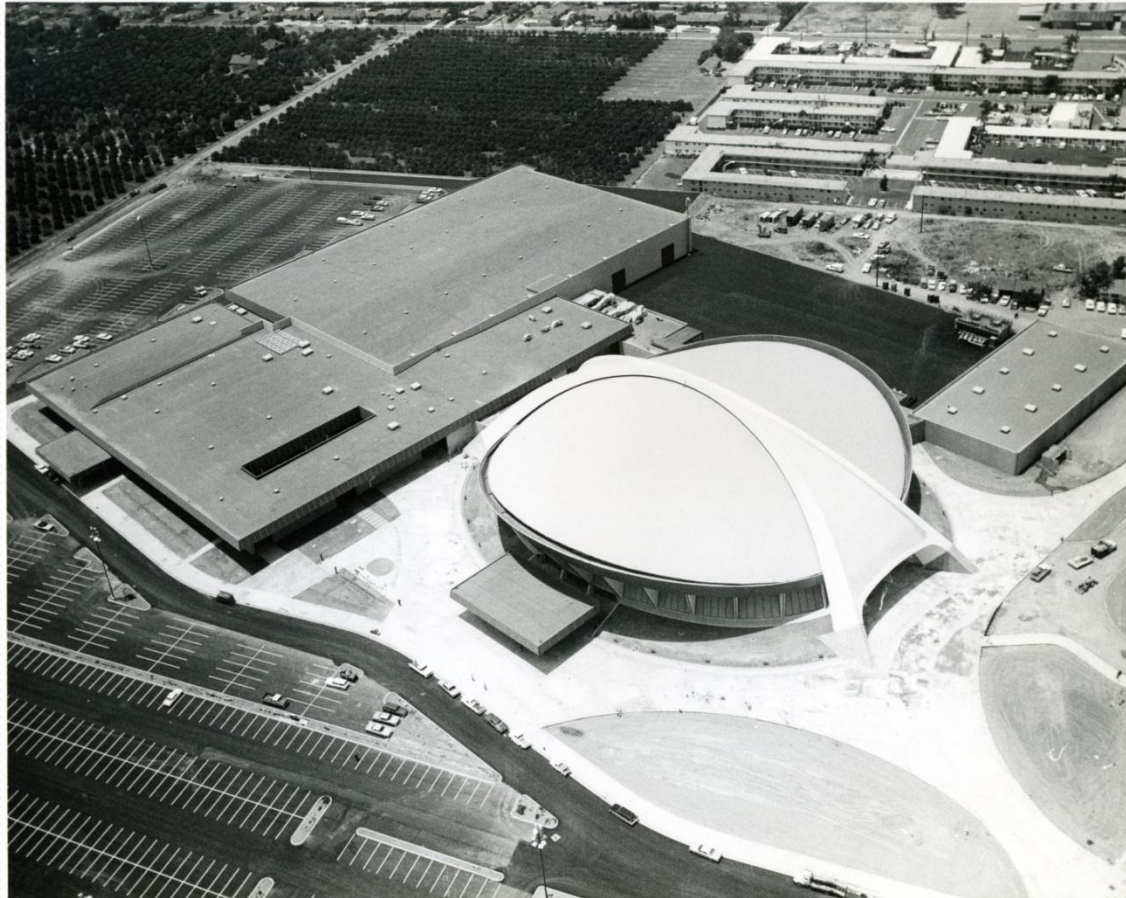
# Anaheim Convention Center

## Venue Excellence Award



# Anaheim Convention Center

## 1967





# Anaheim Convention Center Today



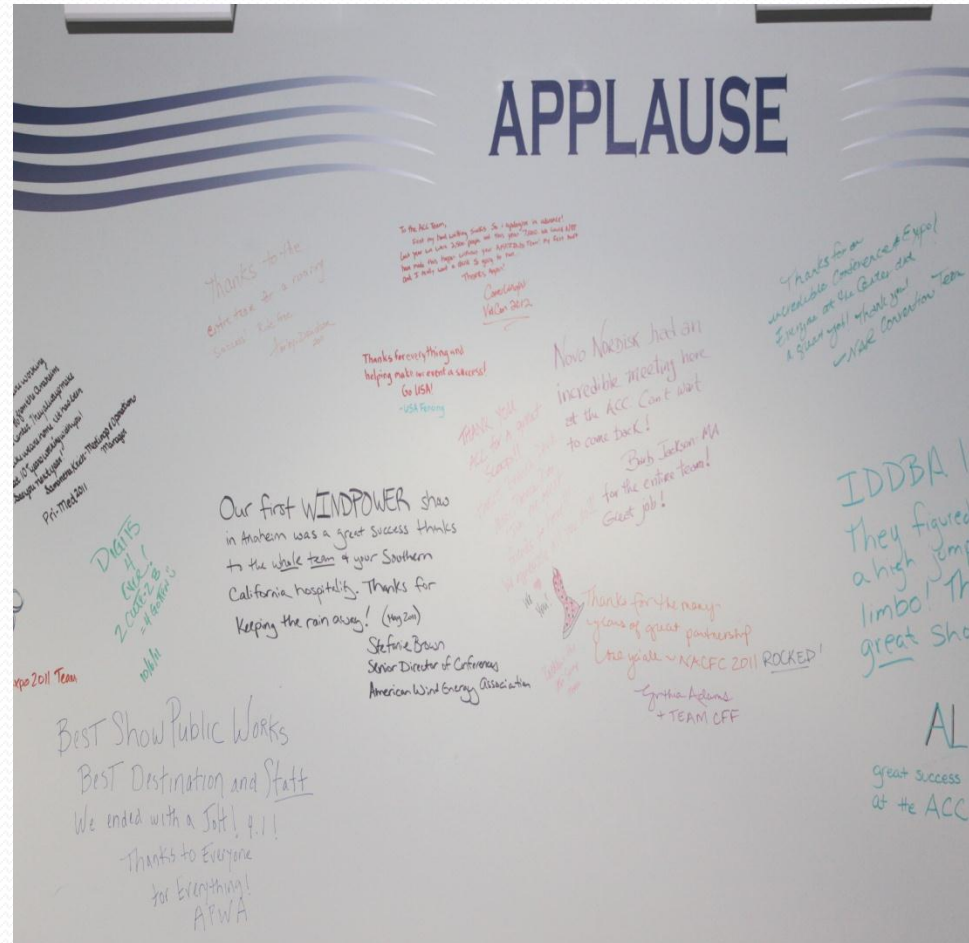
# IAVM Venue Excellence Award Criteria

- ❖ Operational Excellence
- ❖ Teambuilding/Professional Development
- ❖ Safety & Security
- ❖ Service to the Community

# Operational Excellence

## Customer Satisfaction

- ❖ Anaheim Way
- ❖ Client Focus
- ❖ Pre & Post-con meetings & reports
- ❖ Free Wi-Fi
- ❖ Applause Wall



- ❖ Average 250 events
- ❖ No Sales & Marketing Department
- ❖ Bureau/Facility Ad Campaign

**Tech-centric;** *adj.*, placing  
technology at the center of an organization's growth effort

**FREE Wi-Fi in the Anasem**  
Convention Center

Keeping you and  
your attendees in  
touch with colleagues,  
friends and family.

*How cool  
is that?*

Coming in  
Jan 2012

**ANASEM**  
ANALYTICAL SCIENCE

**Starting at the top row, left to right**

**Tom Meyer**  
Executive Director, Convention, Sports and  
Technical Services Division

**Chadine Miller, President**  
Analytics Group, Chicago Tribune &  
Comcast Networks

**Chris LeRoy**  
Vice President, Marketing, Analytics Group  
Comcast Cable & Comcastc Networks

**David Smith**  
Comcast-Cable Chicago, Illinois,  
Analytics Consultant at Cigital

**Kevin Davis**  
Senior Manager, Technology Services,  
Analytics Consultant Center

**William Ruffalo**  
Senior Vice President, Events,  
SBC Group

**Tom Davis**  
Director, Ad Services,  
Analytics Consultant Center

[anasem.com/connections](http://anasem.com/connections)

[illegible]

Here, we're ALL  
front line staff and  
we're here to take care  
of your people.

<p><b>Max Roper</b>  <i>VP Coordinator-Dinamapad</i> Resnet Hotels</p> <p><b>Bill Condesides</b>  <i>General Manager-Anahim Marinas</i></p> <p><b>Toni Wood</b>  <i>City Manager-City of Anahim</i></p> <p><b>Toni Mayor</b>  <i>Mayor-City of Anahim</i></p> <p><b>Chantel Akkers</b>  <i>General Manager-Anahim County</i></p> <p><b>Valerie K Conventions Bureau</b></p> <p><b>David Munk</b>  <i>General Manager-Anahim</i></p> <p><b>Anahim Convention Center</b></p> <p><b>Sylvia Hay</b>  <i>General Manager-Anahim White House</i></p> <p><b>Shawn Robitson</b>  <i>General Manager-Hilton Anahim</i></p> <p><b>Chris Pate</b>  <i>Regional-Anahim Police Department</i></p>	<p><b>Keriva Johnson</b>   <b>Customer</b>  <i>Executive Trade Show</i>  <i>National Association of Music Merchants</i></p> <p><b>Rebecca Clemens</b>  <i>Front Office Supervisor-Panache Feints</i></p> <p><b>Lisa Pines</b>  <i>Marketing Administration</i>  <i>Shawn Property Group (The Block at Orange)</i></p> <p><b>Eryn Rhodes</b>  <i>Marketing Manager-Discovery Shells Anahim</i></p> <p><b>Christina Dawson</b>  <i>VP Partnership &amp; CTA Program Administrator</i>  <i>Anahim County</i></p> <p><b>Michelle Palfrey</b>  <i>Belmont Discovery Shells Anahim Shore</i></p> <p><b>Bekah Arntsen</b>  <i>Text Drive-Yellow Cab Co.</i>  <i>of Orange County</i></p>
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The Certified Tourism Ambassador™ (CTA) Program is a nationwide customer service certification program designed to mobilize a destination's frontline toward the goal of turning every visitor encounter into a positive experience.



# Operational Excellence

## Sustainability

❖ LEED Certified

❖ Hearst Ranch

❖ Green Zone

❖ Composting

❖ Green Roof





# Operational Excellence

## Financial Integrity

- ❖ Averaged a net operating profit exceeding \$1.3 million over the past 15 years
- ❖ Funded over \$35 million in Capital Improvements



# Teambuilding/Professional Development

- ❖ Celebrate excellence in Customer Service
- ❖ EOM & EOY
- ❖ Employee Appreciation Luncheon
- ❖ Holiday Employee Recognition Dinner/Dance
- ❖ Employee Newsletter
- ❖ AWO-Anaheim Way Orientation



# Teambuilding/Professional Development

❖ CTA Program-Certified Tourism Ambassadors



❖ Oglebay

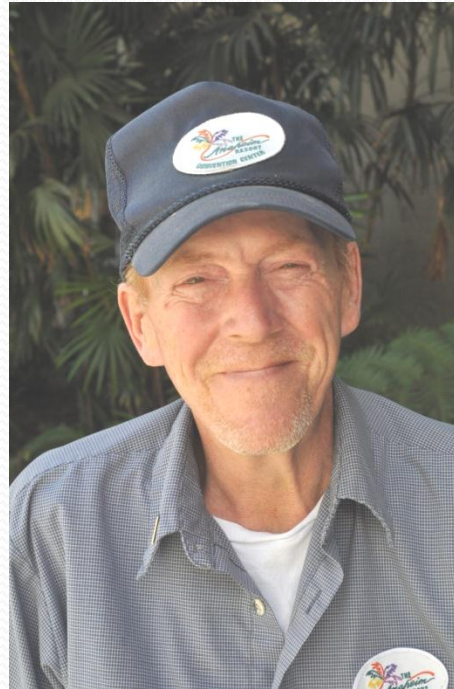
❖ CMP, CEM

❖ Chili Cook-off



# Teambuilding

## Employee of the Month





# Safety & Security

- ❖ NIMS Training
- ❖ AVSS and ICMC
- ❖ Continuity Of Operations Plan (COOP)
- ❖ Department of Homeland Security (RTII)
- ❖ UASI Grants

# Service To The Community

- ❖ Adopt-a-Family
- ❖ Pantalones for Ponderosa
- ❖ CHOC Walk



# Venue Excellence Award

