

Tupelo Coliseum Commission

Meeting Minutes

July 20, 2020

Opening

Be it known the Tupelo Coliseum Commission did meet in regular session Monday, July 20, 2020, at 3:00 p.m. in the North Hall meeting rooms with the following present:

Interim Chairman Neal McCoy Commissioner Jason Hayden Commissioner Stan McIntosh Commissioner Tom Brown Commissioner Yvette Crump Commissioner Jonathan Waller Commissioner Marcus McCoy Commissioner Cindy Murphy

Representatives of the City of Tupelo Present:
Kim Hanna, Chief Financial Officer
Kevan Kirkpatrick, Interim Executive Director — BancorpSouth Arena
Markel Whittington — City Councilman

Chairman McCoy called the meeting to order at 3:00 p.m.

Approval of Minutes from June 15, 2020, Regular Meeting Minutes and June 25, 2020, Special Meeting Minutes

Commissioner Hayden made a motion to approve the minutes from June 15 and June 25, 2020, as presented seconded by Commissioner Crump. All commission members voting aye, the motion passed.

Financial Report

Kim Hanna reported on finances stating there is "over \$500k in the operating account, the \$275k annual check from the City which could come earlier than September if needed depending on account status. "The City Council will be amending the 2019-2020 budget at the council meeting tomorrow night, July 21st," stated Hanna.

Director's Report

& Conference Center

Kevan Kirkpatrick, Coliseum interim director reported on the upcoming events. "Several smalle events that would be held at the Performing Arts Center at the high school will be moving their events to the arena," state Kirkpatrick.

Expansion:

Director of Operations Craig Russell brought Brian Ellis from Innovative Construction Management to give an expansion updated. "At the end of the month, we will be turning over the new space to Courtney. Right now, we're ahead of schedule and under budget which is the one good thing that has come out of this whole pandemic."

New Business:

Search Firms:

Two search firm proposals, SearchWide Global and Venue Solutions were brought to the Commission for consideration. After a brief discussion Commissioner, Hayden made a motion thire Venue Solutions as the search firm leading to find the new executive director. Commission McIntosh seconded the motion. All commissioners voted aye. The motion passed.

Catering RFP Recommendation:

Senior Event Coordinator, Courtney Holcomb presented three catering companies Greek Kitch-Management, Taylor Grocery and, Romie's Grocery. Holcomb had put together a committee the went through each proposal and scored them in three main categories. Past Experience/Reputation, Rebate Amount, and Capital Investment. Romie's Grocery scored the highest with 475 points out of a possible 500. After a brief discussion Commissioner McCoy made a motion to approve Romie's Grocery for the catering company. Commissioner Murphy seconded. All commissioners voted aye. The motion passed.

Commissioner Hayden made a motion to make Vice-Chairman McCoy the interim chairman un September when the commission is to vote on new officers. Commissioner McIntosh seconder All commissioners voted aye. The motion passed.

Refund Policy

After a brief discussion Commissioner Brown made a motion to approve the new refund policy written that the arena staff can make a refund decision if the amount is under \$500. Anything over \$500 has to come before the commissioner. Commissioner McCoy seconded the motion. commissioners voted aye. The motioned passed.

Renaming the Conference Center Board Room:

After a brief discussion, Commissioner Crump made a motion to approve changing the Conference Center Board room to the Scott Reed Board Room. Commissioner Hayden seconde the motion. All commissioners voted aye. The motion passed.

& Conference Center

Check Approval:

Chairman McCoy asked for a motion to approve the checks. Commissioner Waller motioned to approve the checks. Commission Brown seconded the motion. All commissioners voted aye; the motion passed.

Adjournment:

After no other business, Chairman McCoy adjourned the meeting at 3:52 p.m.

Neal McCoy

Interim- Chairman



July 1, 2020

Tupelo Coliseum Commission BancorpSouth Conference Center 387 East Main Street Tupelo, MS 38804

Dear Tupelo Coliseum Commission:

Please consider to continue Romie's Grocery and Rob and Leeann Lesley as the food and service provider for events in the BancorpSouth Conference Center.

We understand the BCC/competes with other cities for conferences and believe the memorable food provided by Romie's Grocery will give Tupelo the edge in competition. We are strongly vested in our community. Both of us are from Tupelo, attended Tupelo schools, raise our three children here, have businesses in Tupelo, and understand the importance of tourism. We feel this partnership will be mutually beneficial to Romie's, the BCC and Tupelo.

We offer a large variety of quality foods for breakfast, lunch, snack, and dinner for large and small parties. Romie's prides itself on serving fresh, hand-cut, and homemade foods. Serving pre-packaged, pre-breaded, and institutionalized food is going against our grain. Our customers can taste the difference and know we went the extra mile to insure quality.

To compliment the impressive BCC kitchen, we offer other large equipment pieces to prepare food for the masses:

36-ft fry trailer
Multiple mobile fry units
Multiple mobile smokers
Multiple mobile gas and charcoal grills

Our latest addition- A Romie's Grocery Food Truck with fully-functioning, selfcontained mobile kitchen

Our specialty is great southern food. Presentation of food is equally as important as quality. We enjoy the creative aspect of food presentation and work hard making plates and buffets pleasing to the eye and taste buds. Romie's avoids "cookie cutter" and dated trends.

We own and operate Romie's Grocery, Rob Lesley Catering, RL Foods, and Sugar Daddy Bake Shop. Romie's Grocery is our flagship business. It's a southern, restaurant and staple for food in Tupelo for the past 15 years. Rob Lesley Catering provides on-site catering for 10 to 11,000 people. United Furniture, Celebrity Coaches, Ashley Furniture, FL Crane, MS Picnic in LA, The International Mennonite Convention, and MS National Guard are a few of our largest repeat customers. RL Foods offers a cafeteria service daily for HM Richards factory of 1,300 employees in Baldwyn, MS. Sugar Daddy Bake Shop is our newest entity providing custom cakes and wedding cakes to the pubic. We offer cupcakes, brownies, cakes, dips, and assorted cookies daily.

We currently employ a full-time staff dedicated to preparing and serving food at the BCC. We work closely with the BCC staff and are flexible with menu and headcount changes. We propose a progressive percentage-based amount to be paid to the BCC as follows:

Up to \$900,000 in sales = 15% 1 Million = 16% 1.1 Million = 17% 1.2 Million = 18% 1.3 Million = 19% 1.4 Million and up = 20%

With the current state of America, the next steps in catering large events is completely unknown. We understand that new policies will have to be implemented to provide a safe environment for guests. Mask, gloves, and server stations are recommended. Cutting down on touch points for guests is critical for safety.

We would like to obtain a 4-year contract with a 4-year rollover option. The capitol investment we would supply is all equipment under ventilation hood as follows:

- 1 -Double Convection Oven
- 1-6 Burner Range
- 1-60 inch Charbroil Grill
- 3 -75-pound gas fryers
- 1 -HD Range 2-burner

Our experience, flexibility, and ability to organize and work with so many different families and businesses speaks louder than any typed words. We would love to answer any questions regarding this proposal, and are open to recommendations that would make our relationship more profitable. Pictures and food tasting are available upon request.

Thank you for the opportunity to present our proposal.

Sincerely,

Rob and Leeann Lesley

1.

*

References

Plated Meals

- Boy Scouts of America, 500 plated meals
- Ashley Furniture, 500 plated meals
- New Beginnings, 400 plated meals
- · Children's Mansion, 200 plated meals
- General Atomics, 250 plated meals
- Diversity Vuteq, 650 buffet
- Cooper Tire steak to-go box, 2,200
- HM Richards fish fry, 2,500
- Jackson Christian Prep, 500 plated meals

Receptions

- Sanctuary Hospice Celebration Village
- Create Foundation, IMAGINE
- Lebonheur Hospital
- Kiwanis Club Drawdown
- Toyota
- Numerous VIP receptions for Arena
- Numerous rehearsal dinners and weddings

Break Fast

JQuiche, fruit, yogurt, and granola \$13

Scrambled eggs, hash brown casserole, bacon, sausage, biscuits, gravy, seasonal fruit, assorted jellies, and butter

\$14

, ⁴Lunch

Salmon Salad

Spring mix, purple onions, pecans, sliced strawberries, feta cheese crumbles with sweet vinaigrette dressing

\$15

Southern Fried Chicken
Mashed potatoes, gravy, green beans, and fried green tomatoes
\$16

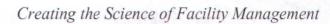
<u>Dinner</u>

Chicken Piccata with Angel Hair Pasta \$17

Filet Mignon with Crabmeat Béarnaise mashed potatoes and grilled asparagus \$39

Romie's Grocery Famous Chocolate Delight, Lemon Crunch, or Banana Pudding \$5

> Sugar Daddy Bake Shop Strawberry Cake with Cream Cheese Icing





Facility Operations, Evaluation & Analysis

July 7, 2020

Ms. Kaitlin Wilkinson Office Manager BancorpSouth Arena and Conference Center. 375 East Main Street Tupelo, MS 38804

RE: BancorpSouth Arena and Conference Center

Executive Director Search Consulting Consultant/Owner Letter of Agreement

Dear Ms. Wilkinson,

Thank you for the opportunity for Venue Solutions Group (VSG) to propose our services to the BancorpSouth Arena and Conference Center. This proposal agreement and all attachments hereto shall constitute the entire agreement ("Agreement") between Venue Solutions Group, LLC (the "Consultant") and BancorpSouth Arena and Conference Center (the "Owner"), for consulting services for the BancorpSouth Arena and Conference Center Executive Director search ("Project").

The specific description and schedule of services to be provided by the Consultant to the Owner are defined in Attachment A, "Scope of Services."

The terms of compensation and reimbursements which the Consultant will receive for rendering services to the Owner are defined in <u>Attachment B</u>, "Compensation for Services."

The general terms and conditions of this Agreement are defined in <u>Attachment C</u>, "General Conditions to Agreement." In addition, we have a non-disclosure agreement that is forthcoming and will be required as a part of this project.

If you agree with these terms and conditions, please sign below and initial each of Attachment A, Attachment B and Attachment C. Upon my receipt of one signed and initialed copy of this Agreement, we will begin work on the Project. The terms and conditions of this Agreement will be applicable for forty-five (45) days from the date of this letter after which, if Owner has not accepted these terms, the Consultant reserves the right to revise and/or renegotiate the terms and conditions with the Owner.

7105 Peach Court, Suite 108, Brentwood, Tennessee 37027

venuesolutionsgroup.com

Attachments

We appreciate your consideration and look forward to working with you on this project. Please call if you have any questions.

Sincerely, Kenn Sarain.	ACCEPTED BY CONSULTANT:
Russ Simons Managing Partner	
	Title
	Date
	ACCEPTED BY OWNER:
	Title
	Date

ATTACHMENT A

Scope of Services BancorpSouth Arena and Conference Center Executive Director Search

The Owner accepts this Agreement for such term as is reasonable and necessary in order for Consultant to accomplish the "Scope of Services" (below) to the BancorpSouth Arena and Conference Center for the Executive Director Search in the following manner:

1. <u>Development of job description</u>

a. Consultant will meet with Owner representative(s) to further develop or enhance existing qualifications and job responsibilities. In addition, we will work with the Owner to identify and special skills or material characteristics that he or she feels are necessary for the candidate to be successful. Note, these discussions can be via phone or in person

2. Job Postings

- a. Consultant will assist in creating the list of industry publications & associations and placement of job postings
- b. Cost of actual ad placement can be billed to client at net with no markup or Owner can place any advertising directly

3. Identify Candidates

a. Consultant will utilize its industry contacts and network to identify potential candidates, in addition to advertising and industry public relations efforts. The Owner will utilize their network, relationships and contacts in a similar fashion. Consultant proposes to use the Teamwork digital platform as the vehicle to aggregate the candidate information.

4. Review Applications

a. Consultant will review submitted applications and create a "shortlist" of qualified applicants based on our industry experience and expertise. Consultant will share the proposed "shortlist" and be prepared to discuss with the Owner representative(s) the rationale behind the candidates who are on the list

5. Consultant Phone Interviews

a. Consultant will conduct the initial phone interviews with the "shortlist" candidates to create a manageable working candidate list for the Owner

6. Interview Questions

a. Consultant will work with Owner representative(s) to develop a list of interview questions to ascertain candidates' knowledge of industry "best practices" and qualifications for the position

7. Owner Phone Interviews

 Consultant will support the Owner in the initial round of candidate phone interviews

8. <u>Due Diligence</u>

a. Consultant will conduct due diligence on the candidate selected for the position if the Owner does not have that capability. (If the Owner elects to use Consultant for this work, the costs of the agreed upon due diligence will be passed on to the Owner at net with no mark-up)

9. Participate in on-site interviews

a. Consultant will work with Owner to develop the schedule and participate in on-site candidate interviews

10. Interview Assessments

a. Consultant will provide Owner with feedback and comment from the onsite interviews

ATTACHMENT B

<u>Compensation for Services</u> BancorpSouth Arena and Conference Center Executive Director Search

The Fee for the proposed scope of work described above is \$20,000.00 plus travel related expenses.

Note: Consultant will not engage in any travel without the advance approval of the Owner. Email is an acceptable method of notification.

Invoicing will occur on a monthly basis in installments of 20%, 40% and 40% of fee, plus any/all approved travel related expenses incurred to date and any advertising expenses. This schedule is based on the timeline in Attachment A, and should the timeline change, Consultant will work with Owner on a revised schedule such that invoices accurately reflect work completed to date.

Consultant will make a good faith effort to honor requests by the Owner to utilize relationships that result in lower travel expenses, such as special hotel rates, etc. as described in Attachment C, and includes reimbursable third-party expenses such as: air and ground transportation, lodging, parking and meals in connection with travel, including related travel agency fees; Internet, postage and delivery charges; reproduction costs; photographic production techniques.

Ms. Wilkinson July 7, 2020 Page 5

We propose the following timeline. Based on the start date, the matrix begins with week one:

WEEK

	1	2	3	4	5	6	7	8	9	10	11	12
Development/Modification of Job Description	X	х	×									
Job Postings & Advertising			×	Х	Х	×						
Identify viable candidates & develop working matrix					×	х	х					
Consultant conducts initial due diligence & phone interviews						×	×					
Review applications of finalists with Owner							×	х				
Develop interview questions & process with Owner						×	x	×				
Conduct Owner phone interviews								×	х			
On site interviews										Х	х	
Interview assessment & selection												х

ATTACHMENT C

General Conditions to Agreement BancorpSouth Arena and Conference Center Executive Director Search

- 1. PAYMENTS are payable to the Consultant within thirty (30) days from the date of invoice. Invoices are sent out every month and the Owner will have ten (10) days from receipt of the invoice in which to review the invoice for accuracy. After ten (10) working days from receipt of the invoice, the invoice will be deemed accurate. An interest charge of the greater of (a) 2% per annum over the prevailing U.S. prime rate as published in *The Wall Street Journal*, or (b) the maximum interest rate permitted under the laws of the state where the project is located, shall accrue and be payable on any unpaid balance not received thirty (30) days following receipt of an invoice. Invoices will be deemed received (i) on the date of the invoice if sent by electronic mail, (ii) on the date of delivery by courier or overnight delivery such as FedEx, or (iii) three (3) days after the date of invoice if sent by U.S. mail.
- 2. REIMBURSABLE EXPENSES. Unless noted otherwise in Attachment B, reimbursable expenses will include the following: transportation (including automobile), lodging, and meals in connection with travel, including related travel agency fees; long distance telephone calls, courier services and facsimile communications, postage and delivery charges; reproduction costs; photographic production techniques; All payments to be made by the Owner under this Agreement shall be increased by the addition of applicable Sales and Use Taxes, if any. All Reimbursable Expenses shall be invoiced at net with no markup. Mileage charges for automobiles shall be at the prevailing rate established by the Internal Revenue Service.
- 3. NO DEDUCTION shall be made from the Consultant's compensation on account of claims of negligent errors or omissions in performance of professional services by the Consultant, except pursuant to a judicial award or an award rendered in a proceeding in accordance with the Commercial Arbitration Rules of the American Arbitration Association then in effect.
- 4. **LEGAL COSTS.** The Owner shall reimburse the Consultant for all costs incurred in collection of unpaid accounts, including, without limitation, all reasonable attorney and legal expenses.
- 5. OWNER'S RESPONSIBILITIES. The Owner shall furnish such legal, accounting, and insurance counseling services as may be required for the Project and shall provide the Consultant with all existing information relating to the Project which the Consultant may request. If the Owner becomes aware of any fault or defect in the Project or the Consultant's services, Owner shall promptly notify the Consultant. The Owner shall furnish required information or services as expeditiously as necessary for the orderly performance of the work.
- **6. SEPARATE CONSULTANTS.** If a firm or firms are separately engaged by the Owner to work under the general direction of the Consultant, the Consultant shall have no responsibility or

liability for the performance or technical sufficiency of the services of such separately engaged firms.

- 7. PHOTOGRAPHY. Consultant shall have the right to retain a photographer for the photography of the entire Project except those portions of the Project, which, in the reasonable judgment of the Owner, would seriously compromise Owner's business interests. The costs incurred for photography commissioned by the Consultant shall be paid by Consultant unless the Owner requests copies for its own use, in which event Owner shall pay a mutually agreed upon portion of the photography and processing costs. Owner hereby grants Consultant the unlimited rights to publish photographs of the Project as described above.
- 8. ADA. With respect to the Americans with Disabilities Act ("ADA"), Owner acknowledges that the ADA is not a detailed building code and that its requirements are general in nature and open to differing interpretations. Consultant will use its reasonable professional efforts to interpret applicable ADA requirements and to advise Owner in this regard. However, Consultant cannot warrant or represent that services provided under this Agreement will result in full project compliance with the ADA or all interpretations of ADA requirements by regulatory bodies or court decisions. In addition, if Owner requires that any aspect of the Project deviate from Consultant's reasonable judgment and understanding of the provisions of the ADA, Owner shall defend, indemnify and hold Consultant harmless from any claim based upon such deviation.
- 9. INSURANCE. The Owner will obtain and maintain insurance for protection from claims under Worker's Compensation Acts; claims for damages because of bodily injury, including personal injury, sickness or disease, or death of employees or of any other person; and from claims for damages because of injury to or destruction of tangible property, including loss of use resulting therefrom. Prior to commencing work under this Agreement, the Consultant will furnish the Owner with Certificates of Insurance stating the coverages and limits of liability of the insurance that will be maintained for protection from claims arising out of the performance of professional services and caused by any negligent act, errors, or omissions for which the Consultant may be legally liable. The Consultant shall maintain the following maximum amounts of insurance during the term of this Agreement: Worker's Compensation, Statutory; Employer's Liability, \$100,000; Commercial General Liability (CSL) \$1,000,000; Automobile Liability (CSL) \$1,000,000; Professional Liability, \$1,000,000; Umbrella Liability, \$2,000,000.
- 10. SUSPENSION OF WORK. If any invoice is outstanding for more than thirty (30) days from the date due, the Consultant shall have the right, in addition to any and all other rights provided, to refuse to render further services to the Owner and such act or acts shall not be deemed a breach of this Agreement. Continued performance and/or completion of work by the Consultant under this Agreement are contingent upon payment of fees by the Owner.
- 11. **TERMINATION OF AGREEMENT.** This Agreement may be terminated by the Consultant upon seven (7) days written notice if the Owner fails substantially to perform in accordance with its terms through no fault of the Consultant. This Agreement may be terminated by the Owner upon seven (7) days written notice to the Consultant if the Consultant fails substantially to perform in accordance with its terms through no fault of the Owner. In the event of termination, the Consultant shall be compensated for all services performed to the termination date, together with all Reimbursable Expenses.

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12. DISPUTE RESOLUTION/ARBITRATION. Any controversy, claim or dispute arising out of or relating to the interpretation, construction, or performance of this Agreement, or breach thereof, shall be referred to voluntary, nonbinding mediation to be conducted by a mutually acceptable mediator prior to resorting to litigation or arbitration.

Provided they do not exceed a cumulative total of \$75,000 during the term of this Agreement, all claims, disputes and other matters in question between the parties to this Agreement, arising out of or relating to this Agreement or the breach thereof, which are not resolved as the result of the non-binding mediation process, shall be decided by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association, unless the parties mutually agree otherwise.

Demand for arbitration shall be filed in writing with the other party to this Agreement and with the American Arbitration Association. The demand shall be made within a reasonable time after the claim, dispute or other matter in question has arisen. No demand for arbitration can be made after the date when institution of legal or equitable proceedings based on such claim, dispute or other matter in question would be barred by the applicable statute of limitations.

No arbitration arising out of or relating to this Agreement shall include, by consolidation, joinder or in any other manner, any additional person not a party to this Agreement except by written consent containing a specific reference to this Agreement and signed by the Consultant, the Owner and any other person sought to be joined. Any consent to arbitration involving an additional person or persons shall not constitute consent to arbitration of any disputes not described therein. This agreement to arbitrate and any agreement to arbitrate with an additional person or persons duly consented to by the parties to this Agreement shall be specifically enforceable under the prevailing arbitration law.

The award rendered by the arbitrators shall be final, and judgment may be entered upon it in accordance with applicable law in any court having jurisdiction.

- 13. INDEMNIFICATION. The Owner agrees to indemnify and hold harmless Consultant, its members, managers, agents, employees and independent contractors (the "Indemnified Persons") from and against any losses, claims, damages or liabilities relating to or arising out of Consultant's engagement hereunder, except for any liability resulting from the willful misconduct or gross negligence of an Indemnified Person, as determined by final judgment of a court of competent jurisdiction. The Owner agrees that it will reimburse any Indemnified Person for all expenses (including reasonable attorneys' fees) as they are incurred in connection with investigating, preparing or defending any action or claim, whether or not the Indemnified Person is named as a party to an action, proceeding or investigation. The provisions of this section shall be in addition to any rights that an Indemnified Person may have at common law or otherwise, and this paragraph shall survive termination of this Agreement, including by completion of the Project.
- 14. INDEPENDENT CONTRACTORS. Each party to this Agreement is an independent contractor and this Agreement shall not be construed as creating a joint venture, partnership,

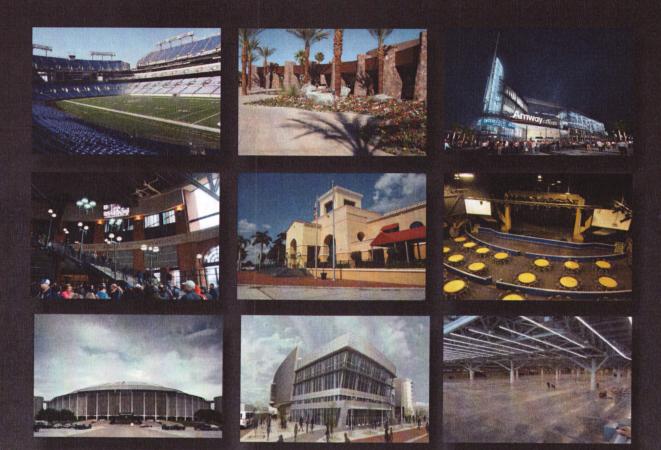
agency or employment relationship between the parties hereto nor shall either party have the right, power or authority to create any obligation or duty, express or implied, on behalf of the other.

- 15. LIMITATIONS ON WARRANTIES. This is a consulting services agreement. Due to the inherent uncertainty involved with predicting future events and local/industry conditions, the Consultant makes no representations or warranties as to the findings or recommendations contained within any of its analysis, including any estimates and disclaims, and Owner hereby expressly waives any and all claims based on any other representations and warranties, whether express, implied or otherwise, including, without limitation, warranties of merchantability and fitness for a particular purpose.
- 16. MISCELLANEOUS. Neither party may assign its interest in this Agreement to any other person without the express written consent of the other party. This Agreement, including the letter and all attachments, constitutes the complete and sole agreement between the parties with respect to the Project, and may be amended only by a written document signed by both parties. This Agreement shall be governed by the laws of the State where the Consultant is performing the work for this contract.

[End of Attachment C]



Firm Profile



Venue Solutions Group is dedicated to continually improving facility performance through direct experience, benchmarking and the use of industry "BEST PRACTICES." We take pride in being recognized as industry leaders in the programming, planning, preparation and performance of public assembly facilities worldwide.



About Us

Venue Solutions Group was formed in 2011 by three former senior facility operators who saw a need by public assembly venues that did not have the support of large, contract management firms. Managing with best practices, planning for the future, and honestly assessing one's environment and operating success can be challenging in the least, and especially so with today's limited resources. In 2011, as the in-house operational consultants for the world's largest sports architectural firm, the future partners of VSG uncovered a market beyond those needing only architectural services. We discovered that many of our clients desired help in opening new buildings, understanding renovation potential, properly training front of house staff, and being able to see the forest for the trees when it came to their own management.

VSG is dedicated to continually improving facility performance through direct experience, benchmarking and the use of industry best practices. We take pride in being recognized as industry leaders in the programming, planning, preparation and performance of public assembly facilities worldwide. Additionally, we understand that not every option is meant for every building. While we take on board the best that is out there, we recognize that a procedure, solution or amenity for one venue isn't necessarily right for another. Finally, the information VSG provides is more than a collection of numbers and other data; as operators, we understand what is behind the numbers and can advise clients to a great depth.

SUMMARY OF SERVICES

Pre- and Grand Opening Consultation
Facility Condition Analysis
Guest Experience Benchmarking
Operational Design
Operational Consulting
Direct Project Consulting
Safety, Security and Emergency Planning
Crowd Management
Advantage Training
Premium Solutions People
Executive Search and Staffing













Pre and Grand Opening Consultation

Opening a new facility or undertaking a major renovation can be many times more difficult than operating one, and having or acquiring the knowledge to accomplish that goal is critical. Our office is comprised of individuals who, in addition to having assisted other venues, have themselves been a part of grand opening management teams. As consultants, our preopening work has included the preparation of preopening budgets and checklists, FF&E review, organizing storage spaces, writing procedures and protocols, coordinating efforts of 3rd party vendors, creating event staff matrices, and preparing and training staff of emergency plans.

- Venue Production Guide
- Asset Management Program
- Life Safety Plan
- Perimeter Security Review
- Vertical Transportation Procedures
- Standard Operating Procedure Creation
- Warranty Review and Commentary
- Emergency Evacuation Training
- Emergency Operations Plan
- NBA Security Design and Operational Compliance
- Vendor Selection
- LEED New Construction Compliance
- Organizational Chart and Job Descriptions
- Assist in RFP Development
- Manager Solicitation and Selection
- Transition from Construction



PRE AND GRAND OPENING EXPERIENCE

- · Amway Center
- Banc of California Stadium/Los Angeles Football Club
- · BankAtlantic Center
- · Baylor University
- · Bridgestone Arena
- · Busch Stadium
- · Carter-Finley Stadium
- · CenturyLink Center
- Chase Center
- · Citi Field
- · Covaleski Stadium
- · Emirates Stadium
- · Ford Center Evansville
- · Gillette Stadium
- Golden 1 Center
- Heinz Field
- Los Angeles Memorial Coliseum
- · Millennium Youth Entertainment Complex
- New Yankee Stadium
- PETCO Park
- Prudential Arena
- Pvramid Arena
- · Rocket Mortgage Fieldhouse
- · Silverstone Race Track
- · SoFi Stadium
- TCF Bank Stadium
- · Texas A&M Kyle Field
- · The Point Dublin, Ireland







Facility Condition Analysis

The purpose of a facility condition analysis is to establish and evaluate the facility's current physical condition and provide a benchmark for evaluating the facility in the future.

Architecture: Condition of interior and exterior components, function of plan, equipment, lighting

Major Systems: Mechanical, electrical, plumbing, fire protection

Structure: Structure, blast/security, fire engineering, roof

Entertainment and Electronic Systems: Video, sound, scoring, interactive displays, security,

telephone, data, and point of sale

Security Electronic Systems: Security and access control

Food Service and Retail: Concessions; vending; quick service stands; suite, club and premium

services; inseat service; catering and fixed/portable merchandise operations

Roofs: Membranes, penetrations, lightning protection Vertical Transportation: Elevators, escalators, lifts

FACILITY ANALYSIS EXPERIENCE

- · American Airlines Arena (Miami Heat)
- American Family Fields of Phoenix
- Amway Arena (Orlando Magic)
- Arco Arena (Sacramento Kings)
- Assembly Hall & Memorial Stadium (Indiana University)
- AT&T Center (San Antonio Spurs)
- Autry Court (Rice University)
- Bankers Life Fieldhouse (Indiana Pacers)
- Bridgestone Arena (Nashville Predators)
- Cajundome (University of Louisiana at Lafayette)
- Chase Field (Arizona Diamondbacks)
- City of Palm Springs, California (Multiple Facilities)
- · Cohen Stadium
- · Coveleski Stadium (South Bend Silver Hawks)
- DCU Center
- · Dunn Tire Park (Buffalo Bisons)
- · Eastern States Exhibition Coliseum
- EverBank Field (Jacksonville Jaguars)
- ExtraMile Arena (Boise State Unviersity)
- FedEx Forum (Memphis Grizzlies)
- First Energy Stadium (Cleveland Browns)
- Ford Field (Detroit Lions)
- Giant Center (Hershey Bears)
- Hartford Civic Center (Hartford Wolf Pack)
- Heinz Field (Pittsburgh Steelers)
- · Keeneland Racecourse

- LA Memorial Colisuem (University of Southern Calif)
- Legacy Arena
- · Lloyd Noble Center (Univ. of Oklahoma)
- Moda Center (Portland Trailblazers)
- M&T Bank Stadium (Baltimore Ravens)
- Nissan Stadium (Tennessee Titans)
- · Norick Coliseum (Oklahoma State Fair)
- NRG Arena
- NRG Center
- NRG Stadium (Houston Texans)
- Oklahoma State Fair (Park Grandstands)
- Oriole Park at Camden Yards (Baltmore Orioles)
- Pauley Pavilion (UCLA)
- PNC Arena 2006, 2011, 2016 (Carolina Hurricanes)
- Ralph Wilson Stadium (Buffalo Bills)
- · Rocket Mortgage Fieldhouse (Cleveland Cavaliers)
- · Rosenblatt Stadium (NCAA College World Series)
- Sam Boyd Stadium and The Thomas and Mack Center (UNLV)
- · Spectrum Center (Charlotte Hornets)
- · Sun Dome (University of South Florida)
- · Tennessee State Fairgrounds
- Town of Cary, NC (Multiple Facilities)
- Tsongas Arena
- University of Arkansas (Multiple Facilities)
- University of Delaware (Multiple Facilities)
- · University of Louisville (Multiple Facilities)







Facility Condition Analysis (continued)

Capital Expense Modeling

- •Based on a thorough Facility Condition Analysis, a Capital Expense Matrix is developed that will aid the venue in capital planning for an extended period and assist the owner and/or operator in budgeting and making capital improvement decisions
- •The CapEx includes analyzing the operations of similar facilities and comparing to established industry "best practices"
- •We review estimated costs and timelines for replacement and/or repair of the following items: roof, sealants, exterior doors, painting, glazing and curtain wall, interior finishes, scoreboard and ribbon boards, suite and club furnishings, concrete repair and replacements, suite and club seats, bowl seats, mechanical systems, electrical systems, plumbing systems, audio, visual and data systems, telephone systems, vertical transportation, overhead doors, and lighting.

Venue Capital Expenditure Projection						
Grouping		Frequency of repairs & replacement in years	Condition of Equipment (good, fair, poor)	Estimated Cost per occurrence in FY 2017 Dollars	2018	2019
					Year 1	Year 2
Architectural & Interiors						
Site	Add pedestrian ramps to cross over Russell Street and Victory Avenue	30	New	510,000		,10 -
Site	Replace 35% of paving between the stadium exterior and the curb with upgraded material	30	Fair	595,000		
Site	Create permanent security screening stations at each gate	20	Poor	500,000	515,000	
Site	Upgrade landscaping, sidewalks and ped crossing at Russell Ave. and 1st St, Align drives at Lots E and F	20	Poor	600,000	-	
Site	Replace planting areas adjoining Lots J and K with ground cover or a walkable landscape material	15	Poor	20,000	20,600	
Site	Upgrade landscaping in and around Lots N, P and R by adding shade trees	20	Fair	340,000		119,033
Exterior	Reclad existing exterior opaque building walls with a contemporary building cladding system	30	Fair	2,250,000		-
Field Level	Replace Event Level lighting with up-to-date, efficient LED or high-efficiency fluorescent lighting	15	Fair	150,000		79,568
Field Level	Upgrade finishes and lighting in crew catering area	15	Fair	100,800	- 1	
Field Level	Create a permanent family lounge at the event level near the Titans locker room	10	Fair	100,000	-	-
Field Level	Upgrade team meeting facilities with permanent seating, tiered if possible, dimmable lighting	15	Fair	336,000		-
Field Level	Renovate Titans home & coaches' locker rooms to a level of finish comparable to other NFL stadiums	10	Good	1,030,000		-
Field Level	Add permanent holding rooms for persons detained by police	20	Poor	80,000		84,872
Main Concourse	Add carefully selected finishes in main concourse areas to improve overall appearance of the facility	20	Fair	594,000	#4.# - T	-







Guest Experience Benchmarking

Guest Experience Benchmarking is focused on confidentiality and presenting an accurate assessment of the overall guest experience. The information gained helps management better understand the facility's strengths and potential areas of improvement.

- •Evaluate the overall guest experience from arrival through departure
- ·Observe, evaluate and benchmark the guest experience in the facility and its operation visible to the public on game day including parking, guest services, stadium entry and circulation, general security, facility cleanliness, concessions, overall condition of the facility, personal interaction with staff
- •Provide recommendations consistent with industry "best practices"

BENCHMARKING EXPERIENCE

- Arizona Diamondbacks
- ASM Global/Target Center
- Atlanta Braves
- · Auburn (University) Arena
- · Baltimore Orioles
- Boston Red Sox
- · Breeders' Cup
- · Buffalo Bills
- Burton Complex
- Burton Complex
 California Memorial Stadium
 Milwaukee Brewers
 Milwaukee Brewers
- · Canvas Stadium
- · Cincinnati Reds

- Cleveland Cavaliers
- Cleveland Indians
- Coral Sky Amphitheater New York Mets

- Donald W. Reynolds Razorback Stadium
- Golden State Warriors
- Green Bay Packers
- Houston Astros

- · Houston Texans
- INTRUST Bank Arena
 Jordan-Hare Stadium, Auburn
 San Diego Padres
 San Francisco Giants University
- Keeneland Racecourse
- Kev Arena
- KFC Yum! Center
- Los Angeles Dodgers
- Miami Dolphins
- Minnesota Twins
- Nashville Predators
- Chesapeake Energy Arena
 Cleveland Browns
 National Finals Rodeo (Las Vegas)
 - New York Giants
 - New York Jets
 - Credit Union Centre North Carolina State University
 Cox Convention Center Oakland Raiders

 - · Pavilion at Montage Mountain
 - Philadelphia Phillies
 - Pittsburgh Steelers
 - Pittsburgh Pirates
 - · Rose Bowl Stadium

- · Ross-Ade Stadium

- San Franciso 49ers
- · St. Louis Cardinals · Super Bowls XLI & XLII
- Tampa Bay Rays Tennessee Titans
- Texas RangersTexas Tech University
 - · Toronto Blue Jays
 - Tulane University
 - Tyson Events Center
 - University of Delaware
 - · University of Missouri
 - · University of Nevada-Reno
 - · University of Oklahoma (multiple facilities)
 - · University of South Florida
 - Verizon Arena
 - · Washington Nationals
 - · 2007 MLS All-Star Game
 - · 2011 MLS All-Star Game







Operational Design

- · Program
- · Design review (each stage)
- · Sustainable materials
- · Waste stream
- · Employee movement
- · Event production
- · Renovation/expansion
- · Post occupancy review

Operational Consulting

- · RFP Management
 - -Food and Beverage/Catering
 - -Contract management
 - -Furniture, Fixtures & Equipment
- · Ticketing Traffic and Parking
- · Ticketing
- Security (access and 24/7)
- · Guest services
- · Premium services
- · Operating cost evaluation
- · Grand opening consulting

Direct Project Consulting

- Develop and coordinate scope of work with clients
- Establish and communicate scope with subcontractors
- Manage subcontractor delivery
- Coordinate multiple areas into single deliverable
- Support client through the delivery and presentation phases
- Provide direct input based on experience, body of work and "best practices"

OPERATIONAL CONSULTING EXPERIENCE

- · Amway Center, Orlando Magic
- · Bankers Life Fieldhouse, Indiana Pacers
- · Berry Center, Cypress-Fairbanks Independent
- · School District, Cypress, Texas
- · Cavaliers Holdings, Cleveland Cavaliers
- · City of Evansville
- · City of Orlando
- · City National Grove of Anaheim
- · Cobb County Civic Center
- · Comcast Arena at Everett
- · Connecticut Tennis Center
- · Cumberland County Civic Center
- · Daily's Place Amphitheater/Jacksonville Jaguars
- · Florida Citrus Sports/Citrus Bowl
- · Ford Field, Detroit Lions
- · Fox Theatre Atlanta
- Greater Tacoma Convention & Trade Center, Tacoma, Washington
- · Harborside Event Center
- · Honda Center
- · Indiana State Fairgrounds
- · INTRUST Bank Arena
- Iowa Events Center
- · Jerry Richardson Indoor Stadium/Wofford
- · Keeneland Racecourse
- · Kyle Field Renovation, Texas A&M University
- · Los Angeles Dodgers
- · Louisville Arena Authority/KFC Yum! Center
- · McLane Stadium Baylor University
- · Mumbai Convention Center
- · Northlands Complex
- · Orlando Magic
- · PETCO Park, San Diego Padres
- · PNC Arena Master Plan Review
- · Reliant Park
- · Rocket Mortgage Fieldhouse
- · Sacramento Kings Organizational Analysis
- · Spectrum Center
- · TCF Bank Stadium, University of Minnesota
- · Tyson Events Center
- · University of California, Berkeley
- · University of Illinois-Chicago/The Forum
- · University of Nebraska-Omaha/New Arena
- · Yale Bowl/Yale University







Safety, Security and Emergency Planning

- •Planning for major emergencies that may occur in public assembly facilities
- Integration of law enforcement, emergency preparedness, fire, rescue, medical and external resources into a coordinated, communicated and responsive plan

Golden 1 Center Security Design Review Indiana Pacers/Bankers Life Fieldhouse Indiana State Fairgrounds

RELEVANT PROJECT EXPERIENCE

Amway Center - Surveillance, Access Control Biometrics

Beaver Stadium at Penn State University-Student Ingress

Exposition Park Light Rail Stations Event Management Plan

Angel Stadium - Perimeter Security Assessment Bankers Life Fieldhouse - Security Review

- Moda CenterNBA Safety Act Review
- · NHL Independent Security Assessment
- PNC Park Gate Configuration
- Rocket Mortgage Fieldhouse Court Security
- SoFi Stadium Security Dept Creation
- Tennessee Performing Arts Center
- · Walmart Crowd Management
- · Yale Bowl Yale University

Walk Through Metal Detectors

- Configuration and layout
- Personnel staffing and creation of management procedures, including ADA
- •Bag & article search, wanding, and WTMD

RELEVANT PROJECT EXPERIENCE

- · Alerus Center
- · Allianz Field
- · Banc of California Stadium
- · Duke University
- · Ford Field
- · Golden1Center
- Kansas State University
- Liberty Univesity
- Moda Center
- Pittsburgh Pirates
- Rocket Mortage Fieldhouse
- Rose Bowl
- · SoFi Stadium
- Texas A&M University

Crowd Management

- •Create optimum staffing outlines for events and facilities
- •Recommend appropriate hardware and procedures
- Training, uniforms and tools

RELEVANT PROJECT EXPERIENCE

- Cleveland Cavaliers
- Cleveland Browns
- Detroit Lions
- Pittsburgh Pirates
- Pittsburgh Steelers
- · Reliant Park
- · Rose Bowl Stadium
- · University of Nevada
- Walmart

Advantage Training









Richard Andersen, in partnershp with VSG Managing Partner Russ Simons, has developed a platform that meets the unique training needs of your entire organization, maintaining a strong and consistent message everyone can embrace.

We create and deliver training programming that addresses your biggest challenges: leadership development, teamwork, guest services, safety and retention. Each program is customized using the latest research-based materials coupled with our engaging, industry- specific facilitation.

Senior Executives, Managers, Supervisors and Front Line staff will all benefit from VSG's Advantage Training programs. Equip your team to proactively problem solve and consistently deliver exceptional guest experiences.



TRAINING EXPERIENCE

- · AT&T Stadium/Dallas Cowboys
- · Banc of Califorina Stadium/LA Football Club
- Dodger Stadium / Los Angeles Dodgers
- FirstEnergy Stadium / Cleveland Browns
- Ford Field / Detroit Lions
- · Fox Theater, Atlanta GA
- · Heinz Field / Pittsburgh Steelers
- Legends Project Development
- · Rocket Mortgage Fieldhouse/ Cleveland Cavaliers
- Reliant Park / Houston Texans
- TIAA Bank Field / Jacksonville Jaguars
- · Verizon Arena
- · University of Oklahoma



What our clients are saying about Advantage Training...

"... a great learning session for ALL involved and quite frankly a game-changer for me!" Patrick Scanlon, Senior Director Guest Experience, Cavaliers Operating Co.

"Richard is an amazing facilitator who was able to get our team to see each other in a different light. I can't say enough good things about his skills and the value his training brings to an organization." **Todd Hunt, CVE, Director, BancorpSouth Arena**

"... the training was very useful to our team; we regularly reference it as a tool for navigating team dynamics and group culture... and the mission/vision/values group facilitation you lead ultimately resulted in the following Taco Bell Arena mission statement: "Bringing world class creativity, competition and celebration to life."

Executive Director Extra Mile Arena (formerly Taco Bell Arena), Boise State University

"I can't fully express my gratitude for being able to attend your session last night. The office is all abuzz today! I've never seen this group so engaged and willing to better understand themselves and each other." Laura Zimbrick, Corporate & Premium Partnership Manager

"Whenever I think about bringing in a group to help with customer service training, I always want them to be people who understand what it's like to be on the ground in our business. When I used VSG Advantage Training, I got that! Richard, Russ and their extended teams are made up of professionals who have been in my shoes and know what I can realistically accomplish. This sets them apart." **Antony Bonavita, CVE, Senior VP Facility Operations, Cavaliers Operating Co.**

"... their approach gave the entire team the opportunity to engage and interact in a professional, collaborative way. The material, is industry proven, designed for the sports and venue industry and catered specific to our project team, generating surprising, useful and fantastic results." Bill Bailey, VP and Managing Director Legends LASED Project

"Last night's training was phenomenal. It is all the "Buzz" in the office today. Great takeaways and tools we will be able to use for a long time to influence our culture for the better." Adina Erwin, Former Vice President and COO, Fox Theatre, Atlanta, GA.

"Richard's presentation brought laughter and tears, and more than anything else an incredible opportunity for our attendees to reflect." **Douglas S. Archibald, Past COO/CFO, Ungerboeck Software International**

- "....a thoughtful and witty speaker, Richard's presentation moved our organization forward in a meaningful way." Michael Marion, CVE, General Manager, Simmons Bank Arena, North Little Rock, Arkansas
- "....he facilitated in such an honest, thought-provoking style that he kept the attention and engagement of our entire group." Jan Addison, Past Director, Orange County Convention Center, Orange County, Florida

"Captivating speaking skills and personality." Miles Eaton, Treasurer, Society of Government Meeting Professionals

Premium Solutions People



Premium Solutions People ("PSP") was formed to fill a service void within the professional and collegiate sports facilities industry. Our team - with 60+ years of premium seating experience in the NFL, NBA, MLB, NHL, MLS, and college facilities - can provide all of the information and expertise necessary to create a robust premium seating operation from the ground up. For existing premium seating operations, we have curated the industry's best practices and developed easy-to-implement consulting solutions that will help ensure your best clients (i.e. revenue generators) receive the attention they deserve in an atmosphere that makes you proud.

NEW CONSTRUCTION OR RENOVATION

Sporting venues that are adding to or expanding their premium areas such as clubs, suites, and club or loge seats present a unique opportunity, but also a unique challenge. Experience has shown us that preparing to open a new or renovated venue requires an entirely different skill set than operating a pre-existing one. We believe in the importance of collaborating with the architect/design team and your sales and operations staff very early in the process to ensure nothing falls through the cracks. We want your premium seating operations to be exceptional and your grand opening to be a seamless experience for your guests and your staff.

EXISTING PREMIUM OPERATIONS

As long-time industry professionals, we empathize with the struggle to find the time and resources to plan and execute a comprehensive internal review of your facility, operations, staff performance, and guest experience. The majority of premium seating departments trust that they are delivering high-quality service with a continuous desire to improve, but in the fast-paced world of sports and entertainment events, we believe everyone can use some assistance in this endeavor. PSP uses our "SWOT" approach to highlight your strengths and identify any "blind spots," or opportunities, based on our observations, interviews, and comparison to best practices.

EXPERIENCE

- · Banc of California Stadium / Los Angeles Football Club
- · LA Memorial Coliseum / University of Southern California
- · SoFi Stadium, opening Fall 2020 as home to the NLF's LA Rams and LA Chargers
- · Texas A&M Universitiy / Kyle Field











Executive Search and Staffing

Filling a senior level position in a public assembly facility is not accomplished by simply placing an ad and conducting interviews. A venue must cast as wide a net as possible, including reaching out to potential candidates that may not even be interested, at least initially. And once applications start arriving, the time consuming part of the effort begins. As former facility managers who are always abreast of activities in our industry, we have the ability to not only identify suitable candidates for any venue position, but we can also vet candidates that reach the venue directly. Our network of peers and colleagues is unmatched, and we can gain information that is not available in a resume, application, or from a reference - information that may determine whether or not a candidate is an appropriate fit.

EXPERIENCE

- · Banc of California Stadium, General Manager (Los Angeles, CA)
- Baylor University, General Manager for McLane Stadium (Waco, TX)
- · Berry Center, General Manager (Cypress, TX)
- · Golden 1 Center, Assistant General Manager, (Sacramento, CA)
- · Mississippi State Fair Commission, Arena Executive Director (Jackson, MS)
- · Ralston Arena, Contract Management (Ralston, NE)
- · Spokane (WA) Public Facilities District, Executive Director
- Stafford Centre, Contract Management (Stafford, TX)
- · Tennessee Performing Arts Center, VP of Facility Operations (Nashville, TN)
- · Tyson Events Center, Contract Management (Sioux City, IA)
- · University of California-Berkeley, Senior Facilities Position Within Athletics
- · University of Nebraska-Omaha, General Manager of Baxter Arena
- · Rocket Mortgage Fieldhouse, Director of Security (Cleveland, OH)



BancorpSouth Arena and Conference Center EXECUTIVE DIRECTOR Executive Search Proposal

July 1, 2020





SearchWideGlobal.com

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Contact

Recruiter:

Mark Gnatovic Executive Vice President 817-789-9879 Direct

Office Locations:

Phoenix, AZ Washington, DC St. Paul, MN New York, NY Cincinnati, OH Dallas, TX

Years in Business: 21

ABOUT SEARCHWIDE GLOBAL

Dear Tupelo Coliseum Commission,

Thank you for allowing us to submit our information as a solution for the BancorpSouth Arena and Conference Center to complete the search for your next Executive Director.

SearchWide Global is a full-service executive search firm primarily for companies in the event, convention, and hospitality industry. We specialize in C-Level and Director level executive searches for companies ranging in size from Fortune 500 corporations to mid-sized public and private companies and associations. We have placed several venue leaders across the country.

We are confident our firm can add value to the overall search process that will in turn validate a placed candidate. We value workplace diversity and we will work hard to give you options; we will proactively hunt for candidates that are not reading job boards...we will recruit those that are happy, content but advancingly curious to this position.

Our team is comprised of the best and the brightest in the industry. The tenure of our associates and depth of our credentials, experiences, and relationships enables us to deliver excellent results in a timely manner. Our focus is to deliver exceptional service, with flexibility, at a pace set by the companies we serve.

We strongly feel that any engagement reflects our brand and we take that very seriously. Our team has remained focused on our core values for over two decades: INTEGRITY, ETHICS, PASSION and RESPECT.

Needless to say, we are very interested in partnering with you, the City of Tupelo and your community on this search.

Thank you again for your support and consideration.

Regards,

Mark Gnatovic

Executive Vice President



Integrity



Ethics



Passion



Respect



OUR SIGNATURE PROCESS

We are committed to provide extraordinary services every step of the way by offering unique deliverables tailored to fit your needs while creating bench strength within your organization. Additional details about our approach and the **search process** is as follows:

NEEDS ASSESSMENT INTERVIEWS

WEEK 1

Prior to beginning the search, a detailed Needs Assessment will be completed to fully understand the role that the new executive will be expected to play. This includes phone, video, and/or face-to-face meetings with key stakeholders and staff. SearchWide Global will coordinate dates and times.

DEVELOP POSITION DESCRIPTION AND MARKETING PLAN

WEEK 1

After the Needs Assessment, we will create a detailed position description / organization overview (incorporating your job description) that will also act as an important sales and marketing tool. This will require final approval by the Search Committee.

PROSPECTING AND QUALIFYING CANDIDATES

WEEKS 2 - 7

SearchWide Global takes a targeted approach to marketing the position and sourcing candidates. We use our strong relationships (inside and outside the industry), solid processes, a robust database, and industry expertise to provide your organization with only the best and brightest candidates. Weekly updates will be provided on candidate activity.

REVIEW CANDIDATE LIST WITH SEARCH COMMITTEE

WEEK 8

A summary of the top 6 to 8 candidates will be available to review on our secure web portal using your own computer, mobile phone, or tablet. We will review this list with the Search Committee by phone, video, or face-to-face, in order to select the top 4 to 5 candidates for the Committee to interview.

CANDIDATE PROCESSING OF SHORT LIST

WEEKS 9 - 10

Once we have all agreed on the 4 to 5 candidates advancing to interviews, SearchWide Global will complete the following steps for each candidate:

- Conduct a background check that covers federal, county and state criminal history, pre-employment credit, and driving and education verification.
- · Have candidates complete the DiSC profile assessment.
- · Complete an extensive Google search on each candidate.

Core Values

Integrity



Ethics



Passion



Respect



OUR SIGNATURE PROCESS CONTINUED

FINAL CANDIDATE INFORMATION DELIVERED

WEEK 11

To prepare for the interviews, the summary, resume, DiSC profile, and background for each candidate will be available to review on our secure web portal using your own computer, mobile phone, or tablet. iPads will be provided during the face-to-face Search Committee interviews.

SEARCH COMMITTEE INTERVIEWS

WEEK 11

SearchWide Global will work with you in coordinating the logistics for the face to face or video interviews. If five candidates will be interviewed, a suggested format might be as follows:

Day 1:		Day 2:	
11:00am – 12:00pm	Lunch and Pre-Meeting	8:00am - 8:30am	Breakfast and Pre-Meeting
12:00pm – 1:30pm	Candidate 1	8:30am – 10:00am	Candidate 4
1:45pm – 3:15pm	Candidate 2	10:15am - 11:45am	Candidate 5
3:30pm - 5:00pm	Candidate 3	11:45am - 1:00pm	Lunch and Wrap up Meeting

CANDIDATE PROCESSING OF FINALIST(S)

WEEK 11 - 12

Once we have all agreed on the 1 or 2 finalists, and they have been thoroughly interviewed by the Search Committee, we will check references. We will talk to two previous supervisors, two previous direct reports, and two additional professional references.

SEARCH COMMITTEE SECOND INTERVIEWS

WEEK 11 - 12

This will be for the finalist(s) and should include a meal with the Search Committee. We would recommend inviting candidates' significant others for this second interview. This is also an appropriate time to include other stakeholders in the process.

OFFER AND NEGOTIATION

SearchWide Global has extensive experience handling the hiring, negotiating and turn down process, in a way that protects the reputation and integrity of everyone involved.

SELECTION AND APPOINTMENT

Our interaction with your organization and the placed candidate does not stop when the search is closed. We stay in close contact on a quarterly basis to ensure that all parties remain satisfied and productive.

Your team of experts dedicated to handling your search include:



Mark Gnatovic
EXECUTIVE VICE PRESIDENT
DALLAS, TX OFFICE

Mark will serve as the lead consultant and primary contact for your search.

Mark leads our venue search practice (convention centers, stadiums, arenas and performing arts facilities). Additionally, he leads our convention, tradeshow and experiential marketing segments and has conducted search with major Destination Marketing Organizations. Prior to SearchWide Global, Mark spent more than 15 years in the convention industry. Mark currently serves as a Board Trustee with IAVM.



Elizabeth McHeffey
RECRUITING & RESEARCH
MANAGER
NEW YORK, NY OFFICE

Elizabeth will provide leadership in the sourcing of candidates and marketing.

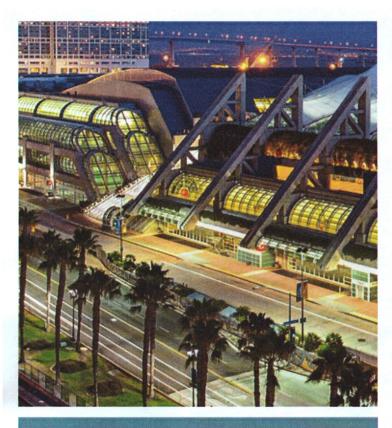
A New Jersey native, Elizabeth graduated from James Madison University with a BBA in Hospitality and Tourism Management. With her experience in hotel group sales, recruiting and account management, she provides recruitment and research services to identify the most qualified candidates for our clients.



Tracy Smith
SENIOR PROJECT MANAGER
ST. PAUL, MN OFFICE

Tracy will manage the organization and coordination of all search logistics.

Tracy manages search logistics across all sectors, ensuring that the process is completed successfully, and assists with daily operations. Prior to SearchWide Global, she spent 11 years in the sports and events industry.



"SearchWide Global managed a very successful CEO search for us. The process, judgement and insight was simply remarkable and the candidates were excellent."

John Frisch

Former Board Chair Visit Baltimore

PARTIAL CLIENT LIST

Venues

- Charleston Coliseum & Convention Center | General Manager
- Columbus Convention Center SMG | Assistant General Manager
- Fort Worth Will Rogers Memorial Center & Convention Center | General Manager
- Huntington Convention Center of Cleveland ASM Global | General Manager
- Jackson Convention Complex SMG | General Manager
- Massachusetts Convention Center Authority | General Manager
- Memphis Renasant Convention Center | General Manager
- Nashville Music City Center | General Manager, Director of Sales & Marketing,
 Director of Event Services
- New Orleans Convention Center | President/General Manager
- Orange County Convention Center | Managing Director
- Pasadena Center | CEO, Executive Director, Director Sales & Client Services
- Raleigh Performing Arts Center & Convention Center | Director
- St. Paul RiverCentre | President/CEO
- San Antonio Alamo Dome & Convention Center | General Manager
- San Diego Convention Center | President/CEO
- St. Louis America's Center Edward Jones Stadium & Convention Complex | Senior
 Vice President & General Manager
- Tacoma Dome, Cheney Baseball Stadium, Greater Tacoma Convention & Trade
 Center | Director, Public Assembly Facilities



"SearchWide Global handled all the components of the search for me very professionally. I was provided a stellar group of finalists for consideration, including the inclusion of an out of the box type candidate I requested. Very satisfied with both the process and the result."

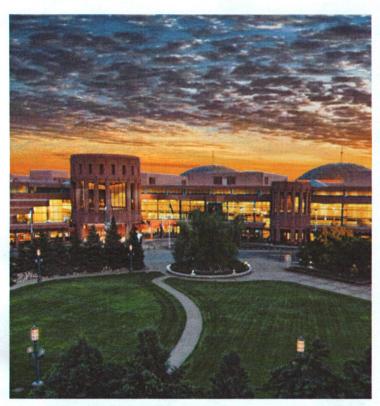
Jack Johnson

Chief Advocacy Officer
Destinations International

PARTIAL CLIENT LIST

Leading Associations & Organizations

- Archery Trade Association | President/CEO
- Baltimore Orioles | Vice President, Sales & Corporate Partnerships
- · Brand USA | CMO, VP of Global Trade
- Center for Exhibition Industry Research (CEIR) | President/CEO
- Chattanooga Sports & Events Committee | Executive Director
- Denver Sports | Executive Director
- Destinations International (formerly DMAI) | President/CEO, COO
- Freeman / FreemanXP | President, Freeman Marketing Solutions, Senior Vice
 President Creative, Vice President, Client Solutions, multiple Vice Presidents, Director
 & Account Executive positions
- · Hawaii Tourism Authority | President/CEO
- International Association of Exhibitions & Events (IAEE) | President/CEO
- International Association of Venue Managers (IAVM) | President/CEO, CFO/COO
- International Ticketing Association | President/CEO
- Meeting Professionals International (MPI) | VP Brand Management, SVP of Business Development
- New Orleans Hotel & Lodging Association | Executive Director
- PRA | CEO, EVP of Global Sales & Marketing, Las Vegas General Manager
- Savannah Sports Council | Director
- · Sports, Events and Tourism Association (Sports ETA) | President/CEO
- US Travel Association | Vice President of Industry Relations



"The search was done very professionally. We wanted to complete the search in two months. This was done most professionally and timely. One could not do better than SearchWide Global"

Steve Cushman

Search Committee Chair San Diego Convention Center

REFERENCES

INTERNATIONAL ASSOCIATION OF VENUE MANAGERS (IAVM)

Brad Mayne, Client and Placed Executive President & CEO 972-538-1021 | brad.mayne@iavm.org

INTERNATIONAL TICKETING ASSOCIATION (INTIX)

Maureen Anderson, Client and Placed Executive President & CEO
720-425-6472 | mandersen@intix.org

MEMPHIS RENASANT CONVENTION CENTER & MEMPHIS TOURISM

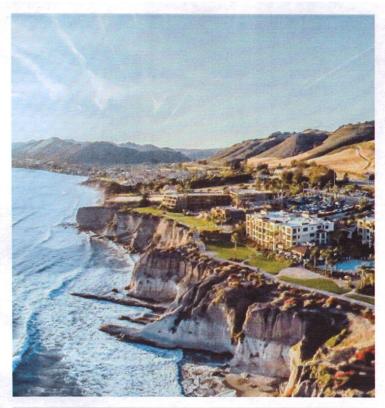
Kevin Kane, Client
President & CEO
901-543-5300 | kevinkane@memphistravel.com

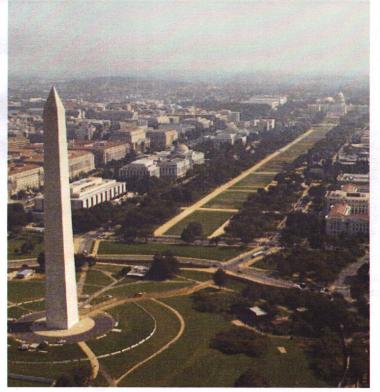
NASHVILLE CONVENTION & VISITORS CORPORATION

Butch Spyridon, Client
President
615-259-4760 | butch@visitmusiccity.com

SPECTRA

Joyce Leveston, Placed Executive
Senior Vice President
215-430-3332 | joyce.leveston@spectraxp.com





FEES & GUARANTEE

FEES

Our professional fee for conducting the Executive Director search is 30% of the annual base salary of the placed candidate.

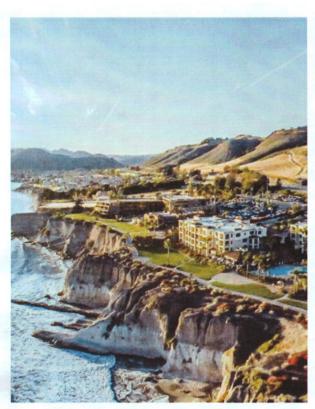
In addition, SearchWide Global will bill any out of pocket expenses incurred related to the search and approved by your company. For example, out of pocket expenses may include candidate and consultant travel, lodging, meals, job postings, background checks, testing or other necessary and reasonable expenses.

Our professional fee will be due in three installments as follows:

- 1. One third due upon signing the Agreement.
- 2. One third due within 30 days of signing the Agreement.
- 3. Remaining search fee, plus expenses, due upon completion of the search such as placement of a candidate, closure of the search by the client for any reason, or the client places the search on hold for more than 60 days.

GUARANTEE

We are so confident in the quality of our services that should the executive leave the position within six months of placement, SearchWide Global will replace the executive or provide another executive for a different opening at no charge.



CONSORTIUM PARTNERS

SearchWide Global has partnered with three well respected companies in the destination marketing organization (DMO) industry to better serve our clients with the collaboration and alignment of services. The consortium provides a suite of services and long-time expertise to help DMO leaders operate more successfully and profitably. Click here to learn more.

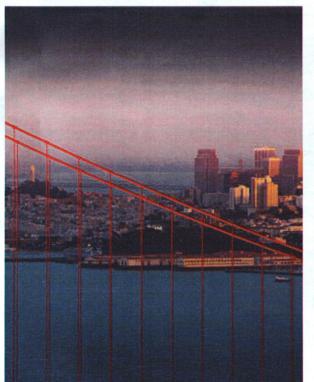








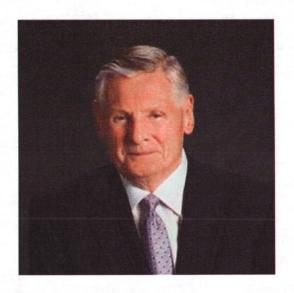
Fired Up! Culture provides timely, strategic and supportive consultation in the areas of inclusion, engagement, people alignment, organizational change, and leadership development. Assisting to shape the philosophies, practices, and skills of thousands of dynamic leaders, managers, and teams, Fired Up! Culture works alongside your leadership team with a proven, data-driven suite of solutions to produce business breakthroughs like never before. They'll help you design and implement a people plan that will cultivate a culture of excellence. For more information, contact Tammy Canavan at 253-576-5752 or **tcanavan@firedupculture.com**.





EXECUTIVE PARTNER

We are proud to have many relationships with seasoned executives who are available on an interim basis. While serving as an interim CEO, this executive could also assist with organizational structure and alignment, funding and budget initiatives, long term strategic planning, goal setting, sales team deployment and all marketing initiatives.



Bill Hanbury

Bill has over 30 years of CEO experience, including CEO roles with the Bermuda Tourism Authority, Destination DC, Visit Milwaukee, plus Chambers of Commerce for Hilton Head, Buffalo and Syracuse. Also, he is a former Chairman of Destinations International.





Our work affects people's lives every single day and what we do is important, rewarding, and fun.

HEADQUARTERS OFFICE

680 Commerce Drive #220 St. Paul, Minnesota 55125

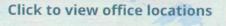
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