



CIVIC AND CONVENTION CENTER

**REGULAR MEETING – Agenda  
February 8th, 2024 – 4 pm**

- |  |                           |
|--|---------------------------|
| <b>I. CALL TO ORDER</b>                                  | <b>Term Expiration</b>    |
| <b>a. Roll Call</b>                                      |                           |
| Erik Marston (Chair)                                     | 10/25/24                  |
| Dana Phillips (Vice-Chair)                               | 10/25/26                  |
| Robert Fuller  | 10/25/25                  |
| Nancy McCune   | 10/25/26                  |
| Shaun Wagner   | 10/25/25                  |
| Linda Benjamin   | 10/25/25                  |
| Robert Perkel  | 10/25/24                  |
| <b>II. Consensus of Agenda / Additions</b>               |                           |
| <b>a. Motion to Approve</b>                              |                           |
| <b>III. Minutes from January 11th, 2023</b>              |                           |
| <b>a. Motion to Approve</b>                              |                           |
| <b>IV. Declaration of Potential Conflict of Interest</b> |                           |
| <b>V. Guest Present</b>                                  |                           |
| <b>VI. Budget / Finance</b>                              | <b>- Jennifer Biamont</b> |
| <b>a. Motion to Approve</b>                              |                           |
| <b>VII. Advertising / Marketing</b>                      | <b>- Tina Eilers</b>      |
| <b>a. Joshua Heineman</b>                                |                           |
| <b>b. Motion To Approve</b>                              |                           |
| <b>VIII. Sales Director’s Report</b>                     | <b>- Tina Eilers</b>      |
| <b>a. Motion to Approve</b>                              |                           |
| <b>IX. General Manager’s Report</b>                      | <b>- Brian</b>            |
| <b>a. Motion to Approve</b>                              |                           |
| <b>X. Old Business</b>                                   |                           |
| <b>a. Building fee Adjustment</b>                        | <b>- Brian</b>            |
| <b>XI. New Business</b>                                  | <b>- Open to all</b>      |
| <b>XII. Correspondence</b>                               |                           |
| <b>XIII. Adjournment</b>                                 |                           |



**CIVIC AND CONVENTION CENTER**

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**COMMISSION REGULAR MEETING  
January 11<sup>th</sup>, 2024**

**CALL TO ORDER:**

The meeting was called to order at 4:01 p.m.

**A. Roll Call:**

• **Members Present:**

Dana Phillips  
Robert Fuller

Robert Perkel  
Linda Benjamin

• **Members Absent:**

Nancy McCune  
Shaun Wagner

Erik Marston

**B. Consensus of Agenda/Additions:**

There were no additions to the agenda. (Robert F/Robert P)

**MINUTES OF LAST MEETING:**

The December minutes were approved as presented. (Robert P/Linda)

**DECLARATION OF POTENTIAL CONFLICT OF INTEREST:**

- There were no conflicts of interest.

**ACKNOWLEDGEMENT OF GUESTS PRESENT:**

- There were no guests Present.
- The Commission recognizes that Seth Morrisey & Zach Fleck are present representing the City of Seaside.

**COMMITTEE REPORTS:**

**A. Budget/Finance:**

- Jennifer B started with the status of the accounts receivable through the end of December. She explained that the check for Festival of Trees is processing the Wedding Expo paid, and the cancellation fee from Pouring at the Coast is being finalized by their Board.
- Brian shared our expense report through November 28, 2023.
- Brian said he invited Zach to answer questions and explain the history, current situation and future of the financial system used at the City of Seaside. Zach explained the City is working on transitioning to a new financial system. He said the new system will provide real-time information and automation and added that it is going to take a year or more to become complete. Zach showed the commission his current temporary financial report solution while the new financial

system is transitioning into place. Zach explained further about the current line information manually entered in the financial report. Brian added that he and Zach work closely together to keep the information as current as possible in the transition to the new financial system.

- Zach talked about the old payroll system and how we have upgraded to the new Bamboo payroll system. Zach said this has saved time immensely.
- Dana asked about the Fire Department loan and if it had been paid back. Zach replied that it should be paid, but he will double check that loan has been paid for confirmation.
- Brian added that Zach has provided the tools to work on the 2024-2025 budget plan and he added that we are moving forward with buying some new tables and installing a prefab mother's room. (Robert P/Robert F)

#### **B. Advertising/Marketing:**

- Josh started by showing the new ad update in the Meeting News NW periodical that will be printed in March and added that the newsletter email is being distributed January 15<sup>th</sup> where SCCC will have a feature ad.
- Josh shared the December statistics for our website. Josh added that next month we should be able to see a direct comparison from the previous year.
- Josh said the 2024 Seaside Travelers Guide will be delivered January 19<sup>th</sup>.
- Tina shared that coming up in March and April she will be attending the MPI Cascadia Conference, the GOSGMP Annual Conference, and the NW Event Show. (Robert F/Robert P)

#### **SALES DIRECTOR'S REPORT:**

- Tina started by talking about the 10-year booking spreadsheet and the 2024 & 2025 booking reports in the commission packet. She said we have 260 days booked in 2024 which is above pre-pandemic numbers and that this is an all-time high since 2015. Tina added that we have booked a better client mix of quality business as well.
- Brian added that he has blocked out several days in August 2024 for building maintenance.
- Tina shared her activity for the month of December with contacts, contracts, meetings, trainings, and addendums.
- Tina said that she is getting a new laptop computer soon to replace her old computer. She said the laptop will help her be versatile and remote.
- Tina talked about the trip to the behind-the-scenes tour of the Salem Convention Center. She said it gave many of our staff the chance to view and learn about their similar working processes. (Robert F/Robert P)

#### **GENERAL MANAGER'S REPORT:**

- Brian started by talking about the economic impact for December.
- Brian stated our staff completed the certified Guest Services Professional training course.
- Brian said we have a new vendor for our doors, and some of the doors are currently being worked on and others have been fixed. He said the westside doors are finally fixed. Brian added that we will be adding a maintenance plan for all our doors.
- Brian went over the stats on the monthly and annual event reports from 2023. (Robert F/Robert P)

#### **OLD BUSINESS:**

Brian said he is meeting with Bob and Shaun regarding the building fees revision and will be presenting them to City Council at the next meeting.

**NEW BUSINESS:**

No new business.

**CORRESPONDENCE:**

The Commission reviewed the current surveys and the annual review from the survey report.

**ADJOURNMENT:**

The meeting was adjourned at 5:20p.m.

2023-2024 ACCOUNTS RECEIVABLE

EVENT DATE	EVENT	INVOICE DATE	AMOUNT DUE	DATE PAID	AMOUNT PAID
5/14/23-5/17/23	Area Forum on Aging 2023	5/19/23	\$30,310.92	7/3/23	\$30,310.92
5/18/23-5/20/23	MD Lions of Oregon Main Event	5/22/23	\$20,513.70	7/3/23	\$20,513.70
5/18/23-5/20/23	MD Lions of Oregon Foundation	5/22/23	\$690.30	6/14/23	\$690.30
5/22/23-5/25/23	NW Regional CIT Conference Main Event	5/30/23	\$23,725.72	7/3/23	\$23,725.72
5/22/23-5/25/23	NW Regional CIT Conference Lunch Sub Billing	5/30/23	\$1,103.30	7/3/23	\$1,103.30
5/22/23-5/25/23	NW Regional CIT Conference Breakfast Sub Billing	5/30/23	\$1,047.84	7/13/23	\$1,047.84
5/26/23-5/27/23	Sou' Wester Plant Sale	6/2/23	\$225.00	6/7/23	\$225.00
5/30/23-5/31/23	Pacifica Project	5/1/23	\$600.00	6/26/23	\$600.00
6/1/23-6/4/23	Sea Pac Ham Radio	6/8/23	\$19,155.60	6/20/23	\$19,155.60
6/1/23-6/1/23	Rotary Club of Seaside Cancellation Fee	6/1/23	\$300.00	7/5/23	\$300.00
6/7/23-6/8/34	Seaside High School Graduation	5/1/23	\$450.00	6/14/23	\$450.00
6/9/23-6/10/23	Encore Dance Recital	6/13/23	\$2,711.05	7/5/23	\$2,711.05
6/20/23-6/23/23	COSA Summer Conference	6/26/23	\$62,825.89	7/17/23	\$62,825.89
6/26/23	Clatsop Association of Realtors	6/26/23	\$2,676.22	7/28/23	\$1,885.00
6/26/23	Clatsop Association of Realtors	6/26/23	\$791.22	8/10/23	\$791.22
9/10/23	Class of 1963 Reunion	6/29/23	\$150.00	7/3/23	\$150.00
10/20/23-10/21/23	Seaside Rotary Auction 2023	7/1/23	\$300.00	7/5/23	\$300.00
9/11/23-9/13/23	United Steel Workers District Conference Deposit	7/3/23	\$2,400.00	8/7/23	\$2,400.00
10/30/23	Life Line Screening Oct 23	7/3/23	\$200.00	7/14/23	\$200.00
7/29/23	Pacific Northwest Custom Invitational 2023	7/6/23	\$550.00	7/12/23	\$550.00
6/29/23	CIS Trust	7/12/23	\$761.10	7/26/23	\$761.10
7/6/23	Clatsop Association of Realtors Short Term Rental #1	7/13/23	\$1,496.86	7/28/23	\$1,496.86
9/9/23	SHS Class of 1973 Reunion	7/16/23	\$3,103.40	7/24/23	\$3,103.40
2/25/25	Englund Marine Anniversary Celebration Deposit	7/18/23	\$650.00	7/24/23	\$650.00
6/6/23-6/8/23	Coast Spotlight Talent Show Fundraiser	7/18/23	\$1,250.00	8/7/23	\$1,250.00
1/13/24-1/14/24	Wedding Trade Show	7/18/23	\$1,100.00	8/18/23	\$1,100.00
7/9/23-7/16/23	Spotlight Dance Cup	7/20/23	\$6,450.00	8/7/23	\$6,450.00
7/17/23-7/23/23	Miss Oregon 2023	7/24/23	\$9,071.49	7/28/23	\$9,071.49
7/27/23	Clatsop Association of Realtors Short Term Rental #2	7/27/23	\$1,318.00	7/28/23	\$1,108.00
7/27/23	Clatsop Association of Realtors Short Term Rental #2	7/27/23	\$210.00	8/8/23	\$210.00
7/29/23	Pacific Northwest Custom Invitational 2023	8/7/23	\$650.00	8/25/23	\$650.00
7/31/23	South Korean Delegates	8/7/23	\$3,658.00	12/13/23	\$3,658.00
9/23/24-9/26/24	NW GIS Conference Rental Deposit	8/11/23	\$2,000.00	9/6/23	\$2,000.00
8/17/23	Clatsop Association of Realtors Webmaps 23	8/28/23	\$1,229.00	8/27/23	\$1,229.00
8/28/23	OAWU Summer Classic 2023	8/28/23	\$24,719.28	10/2/23	\$24,719.28
8/28/23-8/31/23	OR State Police CJIS Training 2023	9/6/23	\$13,131.90	10/16/23	\$13,131.90
10/23/23-10/25/23	OR Ministry Conference	9/28/23	\$1,500.00	9/28/23	\$1,500.00
9/10/23	Class of 1963 Reunion	9/6/23	\$1,481.04	9/6/23	\$1,481.04
9/6/23-9/8/23	Head Start Pre-Service 23	9/15/23	\$21,151.82	10/23/23	\$21,151.82

2023-2024 ACCOUNTS RECEIVABLE

9/10/23	Class of 1963 Reunion	9/15/23	\$84.96	9/18/23	\$84.96
9/15/23	OSPA George Fox Reception	9/18/23	\$240.72	10/2/23	\$240.72
9/15/23	OSPA Pacific University Reception	9/18/23	\$410.64	10/2/23	\$410.64
9/15/23	OSPA OHSU Alumni Reception F&B Only	9/18/23	\$371.70	9/20/23	\$371.70
9/15/23	OSPA OHSU Alumni Reception Alcohol Only	9/18/23	\$247.80	9/20/23	\$247.80
9/15/23	OSPA Sanofi Luncheon	9/20/23	\$2,492.16	9/21/23	\$2,492.16
9/13/23-9/16/23	OSPA Fall Conference 2023	9/18/23	\$26,977.14	9/25/23	\$26,977.14
9/18/23-9/21/23	Pacific Shellfish Growers Conference	9/26/23	\$69,928.72	10/11/23	\$69,928.72
9/22/23-9/24/23	It's A She Thang Conference	9/26/23	\$17,981.90	10/6/23	\$17,981.90
9/25/23-9/28/23	OR Vocational Rehab In-Service	10/3/23	\$38,627.10	10/6/23	\$38,627.10
9/29/23-10/2/23	ASAN Fall Conference	10/3/23	\$16,262.24	10/3/23	\$16,262.24
3/8/24-3/10/24	Pouring at the Coast Cancellation	10/4/23	\$300.00		
12/8/23-12/9/23	Toy Drive 2023	10/9/23	\$600.00	10/9/23	\$600.00
6/7/24-6/8/24	Dance Recital 2024	10/9/23	\$800.00	10/9/23	\$800.00
10/2/23-10/8/23	ACBL Regional Tournament	10/10/23	\$17,476.05	10/19/23	\$17,476.05
10/8/23-10/9/23	Columbia Pacific Annual Summit	10/16/23	\$22,818.34	11/14/23	\$22,818.34
10/11/23-10/14/23	West Coast Women's Conference	10/17/23	\$24,097.13	10/19/23	\$24,097.13
10/16/23	CAR Ethics Training	10/18/23	\$1,358.80	10/18/23	\$1,358.80
10/18/23-10/20/23	NOW Lutheran Educators	10/23/23	\$13,945.94	11/27/23	\$13,945.94
10/21/23	Chinook Co-Stewardship	10/23/23	\$1,386.15	11/6/23	\$1,386.15
10/23/23-10/25/25	OMN Intermission	10/25/23	\$37,021.58	10/31/23	\$37,021.58
7/5/24-7/7/24	Metaphysics & Wellness Fair Deposit	10/25/23	\$1,500.00	11/13/23	\$1,500.00
10/27/23-10/28/23	Seaside Sashay	11/1/23	\$2,030.00	11/6/23	\$2,030.00
10/29/23	Founders Dinner	11/1/23	\$6,238.20	11/13/23	\$6,238.20
7/28/24-7/31/24	OR School Officer Conference 2024	11/6/23	\$4,000.00	11/13/23	\$4,000.00
11/1/23-11/4/23	OFDDA Conference	11/7/23	\$31,672.86	11/27/23	\$31,672.86
11/4/23-11/6/23	OASC Fall Conference	11/8/23	\$20,491.78	11/15/23	\$20,491.78
11/8/23	Seaside Kids Pancake Feed	11/13/23	\$150.00	12/20/23	\$150.00
11/9/23	Head Start All Staff PBIS Training	11/13/23	\$4,712.60	11/27/23	\$4,712.60
11/13/23-11/14/23	Iron Chef 2023	11/15/23	\$1,477.00	12/14/23	\$1,477.00
11/15/23-11/16/23	PEO Holiday Boutique	11/22/23	\$285.00	12/1/23	\$285.00
11/17/23-11/19/23	Word of Life Family Conference	11/27/23	\$12,857.00	12/1/23	\$12,857.00
11/24/23-11/23/23	Seaside Artisan Fair	12/1/23	\$3,200.00	12/15/23	\$3,200.00
11/27/23-12/2/23	Festival of Trees	12/4/23	\$26,025.16	1/16/24	\$26,025.16
1/13/24-1/14/24	Oregon Coast Wedding Expo Deposit #2	12/4/23	\$1,100.00	1/8/24	\$1,100.00
2/1/24-2/5/24	Get Out The Float Room Rental	12/4/23	\$5,000.00	12/11/23	\$5,000.00
12/8/23	OR State DAS Event	12/13/23	\$300.00	12/18/23	\$300.00
2/25/25	Englund Marine Anniversary Celebration Deposit#2	1/4/24	\$650.00	1/16/24	\$650.00
1/5/24-1/7/24	Emerald Cat Club Cat Show	1/9/24	\$2,553.50	1/22/24	\$2,553.50
1/10/24-1/12/24	Exec Leadership ODEI Sub Group	1/12/24	\$8,289.50	1/22/24	\$8,289.50



Updated 02/07/24

## February 2024 Commission Meeting

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining
ADVERTISING	\$45,000	\$2,816	\$19,709	\$25,291
AUDIT	\$7,500	\$97	\$680	\$6,820
BUILDING MAINTENANCE	\$35,000	\$6,610	\$46,271	(\$11,271)
CLOTHING	\$4,000	\$482	\$3,373	\$627
CREDIT CARD DISCOUNT	\$1,000	\$73	\$509	\$491
DUES & MEMBERSHIPS	\$5,000	\$217	\$1,519	\$3,481
ELECTRICITY	\$60,000	\$4,581	\$32,064	\$27,936
EQUIPMENT MAINTENANCE	\$12,000	\$489	\$3,425	\$8,575
FOOD & LIQUOR FRANCHISE	\$875,000	\$70,034	\$490,239	\$384,761
GARBAGE	\$3,000	\$213	\$1,494	\$1,506
GAS/DIESEL/OIL	\$1,000	\$9	\$60	\$940
GROUNDS MAINTENANCE	\$12,000	\$883	\$6,183	\$5,817
HEATING FUEL	\$25,000	\$956	\$6,691	\$18,309
INSURANCE	\$100,000	\$15,172	\$106,201	(\$6,201)
LEGAL SERVICES	\$500	\$230	\$1,611	(\$1,111)
MAINTENANCE CONTRACTS	\$20,000	\$1,355	\$9,487	\$10,513
MINOR EQUIPMENT	\$40,000	\$3,073	\$21,508	\$18,492
POSTAGE & FREIGHT	\$500	\$23	\$159	\$341
PRINTING	\$2,500	\$43	\$304	\$2,196
PROFESSIONAL/CONTRACTUAL	\$100,000	\$4,609	\$32,263	\$67,737
PUBLICATIONS	\$150	\$37	\$260	(\$110)
RENTALS & LEASES	\$10,000	\$3	\$20	\$9,980
SUPPLIES	\$30,000	\$2,712	\$18,987	\$11,013
TELEPHONE	\$5,000	\$328	\$2,299	\$2,701
TRAINING	\$20,000	\$476	\$3,330	\$16,670
TRAVEL & MEETING	\$25,000	\$921	\$6,448	\$18,552
<b>Total</b>	<b>\$1,449,150</b>	<b>\$111,401</b>	<b>\$445,603</b>	<b>\$1,003,547</b>



\*Personal accounts in review not updated as of 2/1/24

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining
FICA	\$60,044	\$2,592	\$18,144	\$41,900
HEALTH/DENTAL/LIFE INSURA	\$166,467	\$7,397	\$51,779	\$114,688
INSURANCE SPLIT	\$4,000	\$114	\$800	\$3,200
LONGEVITY BONUS	\$5,536	\$258	\$1,804	\$3,732
OVERTIME/HOLIDAY PAY	\$15,000	\$14	\$100	\$14,900
PAID FAMILY LEAVE	\$3,057	\$143	\$1,002	\$2,055
PART-TIME HELP	\$0	\$216	\$1,515	(\$1,515)
RETIREMENT	\$206,906	\$4,440	\$31,077	\$175,829
Salaries and Wages	\$764,356	\$36,195	\$253,362	\$510,994
UNEMPLOYMENT	\$764	\$30	\$208	\$556
WORKMANS COMPENSATION INS	\$1,070	\$263	\$1,839	(\$769)
<b>Total</b>	<b>\$1,227,200</b>	<b>\$51,661</b>	<b>\$361,630</b>	<b>\$952,005</b>

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining
Interfund Loan - FIRE EQU	\$1,250,000	\$0	\$0	\$1,250,000
Interfund Loan - Water	\$900,000	\$0	\$0	\$900,000
BOND PRINCIPAL	\$615,000	\$0	\$0	\$615,000
BOND INTEREST	\$526,050	\$0	\$0	\$526,050
<b>Total</b>	<b>\$3,291,050</b>	<b>\$0</b>	<b>\$0</b>	<b>\$3,291,050</b>

Account Name	Appropriations	Avg Monthly	Y-D Expenditures	Budget Remaining
BUILDING	\$1,750,000	\$10,214	\$40,857	\$1,709,143
CONTINGENCIES	\$300,000	\$0	\$0	\$300,000
ENDING FUND BALANCE	\$10,368,504	\$0	\$0	\$10,368,504
EQUIPMENT	\$25,000	\$5,809	\$23,237	\$1,763
<b>Total</b>	<b>\$12,443,504</b>	<b>\$16,023</b>	<b>\$64,094</b>	<b>\$12,379,410</b>

## Seaside Civic & Convention Center

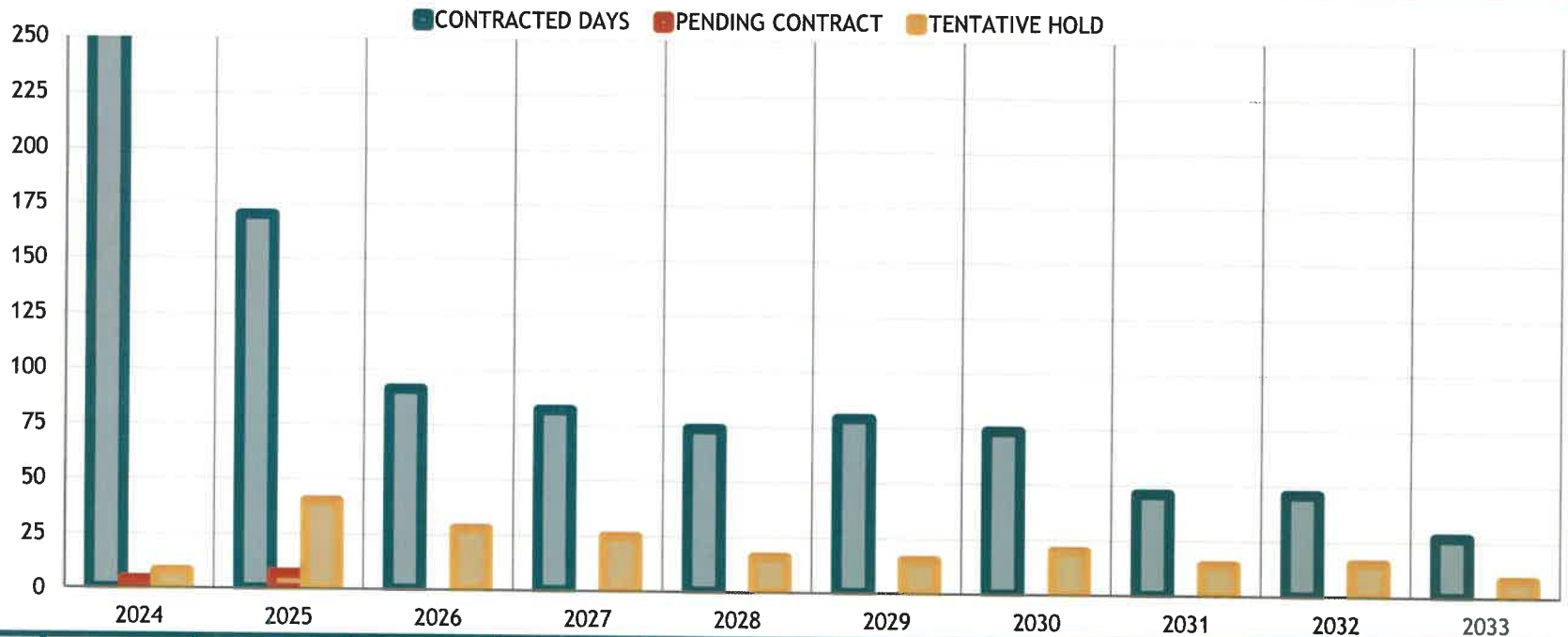
### Sales Report January 2024

Number of Contacts: **40**  
 Contracts Received: **11**  
 Addendums Received **5**  
 Meetings & Trainings: **10**  
 Site Tours of SCCC: **1**

Cancelled Contracts: **2**      November 7-9, 2024, OR EMS Conference 2024  
 November 6-8, 2025, OR EMS Conference 2025

Priority	New	Return	Attendees	Dates	Event
1	x		2,000	8/16-17/2024	Coastal Craft Uprising 2024
1	x		300	3/31-4/3/2025	WSU Bridge & Tunnel Inspectors' Conference 2025
2		x	225	1/22-24/2026	Word of Grace Bible Church Retreat 2026
3	x		100	3/9-10/2024	Addendum OR Coast Wedding Expo 2024 Switch Dates From January 13-14, 2024 to March 9-10, 2024
3		x	175	1/14-16/2026	Executive Leadership Training Seminar 2026
4		x	75	4/8-9/2024	Ferguson Waterworks Utility Solutions Expo 2024
4		x	300	5/27-28/2025	Pacifica Projects 2025
4		x	80	3/8/2024	NW Regional ESD Early Literacy Supports Training Series: Background Knowledge, Vocabulary & Formative Assessment 2024
4		x	400	6/6-7/2025	Encore Dance Recital 2025
4		x	400	6/6-8/2024	Addendum Encore Dance Recital 2024 Add Building Usage Day June 6, 2024 For Total Rental of June 6-8, 2024
4		x	150	2/27/2024	Seaside 2050 Meeting
4		x	95	2/5-10/2025	Addendum Get Out The Float 2025 Adding Building Usage Date of February 5, 2025 For Total Rental Date of February 5-10, 2025
4		x	95	2/1-5/2024	Addendum Get Out The Float 2024 Releasing Use of Riverside Room at 4:00PM February 5, 2024
4		x	300	2/15-17/2024	Addendum OACE Winter Conference Remove Building Usage 2/14/2024 Retain Building Usage 2/15-17/2024
4		x	50-100	2/5/2024	Gooding Memorial Service 2024
4		x	100	9/5/2024	Clatsop Community Action "Veteran's Stand Down" 2024

# SEASIDE CIVIC & CONVENTION CENTER BOOKING INFORMATION 2024-2033



Data Details	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
<b>CONTRACTED DAYS</b>	256	170	91	82	74	79	74	46	46	27
<b>PENDING CONTRACT</b>	4	7	0	0	0	0	0	0	0	0
<b>TENTATIVE HOLD</b>	8	40	28	25	16	15	20	14	15	8



## 2024 BOOKING CALENDAR

January							February							March						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6				1	2	3						1	2	
7	8	9	10	11	12	13	4	5	6	7	8	9	10	3	4	5	6	7	8	9
14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16
21	22	23	24	25	26	27	18	19	20	21	22	23	24	17	18	19	20	21	22	23
28	29	30	31	25	26	27	28	29	24	25	26	27	28	29	30					
																			31	

April							May							June						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6				1	2	3	4							1
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
28	29	30	26	27	28	29	30	31	23	24	25	26	27	28	29					
																			30	

July							August							September						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6					1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31	25	26	27	28	29	30	31	29	30								

October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
		1	2	3	4	5						1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31	24	25	26	27	28	29	30	31	29	30	31					

**YELLOW** = CONTRACTED DAYS - 256 days

Updated 1/31/24

**RED** = CONTRACT PENDING - 4 days

**GREEN** = TENTATIVE HOLD - 8 days

**GREY** = FACILITY MAINTENANCE - 8 days

# General Managers Report

## February 2024

In January, we held fourteen (14) event/usage days, which included:  
**Two (2) Conferences, Two (2) Civic Events, and Two (2) Trade Shows.**

**Economic Impact:** \$1,810,182.00 to our Seaside Business Community.

### Upcoming, we have;

February 2-4	“GET OUT THE FLOAT”
February 5	JASON GOODDING MEMORIAL*
February 7-11	SDAO ANNUAL CONFERENCE
February 12-13	YOUTH SERVICES TRAINING
February 15-17	OACE WINTER CONFERENCE
February 18-19	PRESIDENT’S PROMENADE CHEER
February 20-22	OVMA ANNUAL CONFERENCE
February 23-24	MISS CLATSOP COUNTY SCHOLARSHIP PROGRAM*
February 27	SEASIDE 2050 MEETING
Feb 28-March 2	THE CONFERENCE FOR FESTIVALS & EVENTS

### Brian's two cents:

Thanks to a schedule adjustment prompted by a long-standing client, the Almost New Year’s Roundup, our team began the year by spending time with their families, setting a positive tone for the calendar ahead. This is the first year our building was not occupied for New Year’s night. I am eager to acknowledge each team member’s dedication and diverse schedules. Without their flexibility and commitment, we wouldn’t maintain our status as the primary economic hub we are today.

I’m pleased to announce that our ongoing commitment to cleanliness and maintenance across our building has received recognition from various events and individuals. These accolades are a testament to our team’s unwavering dedication to enhancing the experience for everyone within the building.

We extend our heartfelt gratitude to all our commission volunteers for their steadfast support and dedication to upholding the high standards of service at the Seaside Civic & Convention Center. Both I and the entire team are thrilled to embark on the journey into 2024, buoyed by such positive momentum and a growth-oriented mindset.

Seaside Civic & Convention Center

# Monthly Event Report – January 2024

#	Event	Event Days	Attendees
1	Emerald Cat Club Cat Show	3	620
1	OR Executive Leadership Training	3	175
1	Word of Grace Couples Retreat	3	230
3	Project Homeless Connect	1	200
1	Collectors West Gun & Knife Show	3	700
3	Wyndham Employee Party	1	200
<b>Totals: 6 events</b>		<b>14</b>	<b>2125</b>

	Key	Total Events	Attendees
1	Conference/Convention	4	1725
2	Trade Show	0	0
3	Civic Event	2	400
4	Fundraiser	0	0
5	State of Oregon	0	0
<b>Totals</b>		<b>6</b>	<b>2125</b>

## Seaside Civic and Convention Center: Economic Impact / Room Tax Revenue

Month	2020	2021	2022	2023	2024
January	\$ 1,259,519.00	\$ 13,397.00	\$ 289,775.00	\$ 967,660.00	\$ 1,810,182.00
February	\$ 1,115,551.00	\$ 987,130.00	\$ 1,897,091.00	\$ 1,202,772.00	
March	\$ 707,974.00	\$ 269,086.00	\$ 1,941,172.00	\$ 2,025,227.00	
April	\$ -	\$ 298,213.00	\$ 5,068,830.00	\$ 4,227,075.00	
May	\$ -	\$ 913,027.00	\$ 1,147,357.00	\$ 1,773,456.00	
June	\$ 26,794.00	\$ 1,016,477.00	\$ 3,122,194.00	\$ 3,403,889.00	
July	\$ 18,693.00	\$ 2,045,482.00	\$ 1,477,138.00	\$ 3,217,944.00	
August	\$ 808,559.00	\$ 454,033.00	\$ 1,046,153.00	\$ 602,683.00	
September	\$ 45,549.00	\$ 289,978.00	\$ 1,563,725.00	\$ 2,030,243.00	
October	\$ 826,635.00	\$ 895,917.00	\$ 1,534,170.00	\$ 2,382,070.00	
November	\$ 206,180.00	\$ 2,228,910.00	\$ 2,336,097.00	\$ 2,571,635.00	
December	\$ 302,650.00	\$ 593,261.00	\$ 1,064,681.00	\$ 793,377.00	
<b>TOTAL</b>	<b>\$ 5,318,104.00</b>	<b>\$ 10,004,911.00</b>	<b>\$ 22,488,383.00</b>	<b>\$ 25,198,031.00</b>	<b>\$ 1,810,182.00</b>
<b>Annual Facility Usage</b>	<b>96</b>	<b>168</b>	<b>257</b>	<b>228</b>	
<b>Room Tax Revenue</b>					
Jan-Mar	\$ 827,427.00	\$ 1,203,048.00	\$ 1,315,348.00	\$ 941,655.00	
April-June	\$ 682,356.00	\$ 2,044,128.00	\$ 1,795,715.00	\$ 1,625,482.00	
July-Sept	\$ 2,222,882.00	\$ 2,756,221.00	\$ 2,836,867.00	\$ 2,366,422.00	
Oct-Dec	\$ 1,098,752.00	\$ 1,099,439.00	\$ 1,198,695.00		
<b>TOTAL</b>	<b>\$ 4,831,417.00</b>	<b>\$ 7,102,836.00</b>	<b>\$ 7,146,625.00</b>	<b>\$ 4,933,559.00</b>	<b>\$ -</b>

# Seaside Civic and Convention Center 2024 Survey

## #1

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 08, 2024 8:17:06 PM  
**Last Modified:** Monday, January 08, 2024 8:33:39 PM  
**Time Spent:** 00:16:33  
**IP Address:** 67.170.163.239

Page 1

### Q1

Please tell us about your event.

Name of Event	<b>Emerald Cat Show</b>
Name of Evaluator	<b>Wendy Heidt</b>
Email Address	<b>wheidt@comcast.net</b>
Number of Attendees	<b>50 exhibitors, 12 vendors, 489 (adult, child, senior) and 69 (families)</b>
Date(s)	<b>Jan 5-7, 2024</b>

### Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>



## Seaside Civic and Convention Center 2024 Survey

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>

## Seaside Civic and Convention Center 2024 Survey

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Outstanding
Other (please specify):	terrific media signage and use of message board in the hall. Loved the screens in the hall.

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding
Courtesy	Outstanding
Other (please specify):	People commented on the great food at the hall.

## Seaside Civic and Convention Center 2024 Survey

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	<b>Outstanding</b>
Responsive to Needs	<b>Outstanding</b>
Presentation/Creativity	<b>Outstanding</b>
Properly Staffed	<b>Outstanding</b>
Flexibility of Staff	<b>Outstanding</b>
Courtesy of Staff	<b>Outstanding</b>

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	<b>Outstanding</b>
Affordability	<b>Outstanding</b>
Cleanliness	<b>Outstanding</b>
Guest Room Appearance	<b>Outstanding</b>
Courtesy of Front Desk Staff	<b>Outstanding</b>
Parking	<b>Outstanding</b>
Amenities	<b>Outstanding</b>
Other (please specify):	The club mostly used Hi-Tide. A few people not with cats stayed at Saltline

### Q12

Were there members of our team who provided exceptional customer service?

Keith was always friendly and enthusiastic. There was another great facilities gentleman who helped get the media files to play on the big screens in the hall during the event.

### Q13

Please provide any suggestions you have for improving your experience with us.

The exhibitors and hall guests really liked having the signs up about the show around town. Made them feel welcomed. I really appreciated that. Please keep up giving out the signs, thank you!

Seaside Civic and Convention Center 2024 Survey

**Q14**

Please comment on your overall experience while visiting Seaside.

We enjoy having the show there. May exhibitors and guests comment on the excellent facility and fun atmosphere of Seaside.

**Q15**

Respondent skipped this question

How did you hear about us?

**Q16**

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#2

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, January 18, 2024 8:51:33 AM  
**Last Modified:** Thursday, January 18, 2024 9:15:38 AM  
**Time Spent:** 00:24:05  
**IP Address:** 136.226.59.21

Page 1

**Q1**

Please tell us about your event.

Name of Event	<b>WorldMark Staff Holiday Party</b>
Name of Evaluator	<b>Suzan Howerton</b>
Email Address	<b>suzan.howerton@wyn.com</b>
Number of Attendees	<b>200</b>
Date(s)	<b>1/17/24</b>

**Q2**

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	She is always my 1st point of contact when i start the process. She guides me thru the process with ease. She is the BEST.

## Seaside Civic and Convention Center 2024 Survey

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Celeste was calm and unfrazzled, no matter how many changes I made to get to when I was seeing in my head. final layout was FABULOUS. It is what I now don't have to think about in the future. I just have to say "copy 2024".

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>
Other (please specify):	EXCELLANT

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	Your staff is the top mark on any survey. you strive to make any event better even if we didnt know it was possible. the lighting in the room, the sound, all were AWESOME.

## Seaside Civic and Convention Center 2024 Survey

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>
Other (please specify):	No matter what we wanted changed, they did it without complaint. STUPEDOUS

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>
Other (please specify):	they were GREAT

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	you are the face, heart, and soul of the building. there are not enough BIG words to describe what you are.

## Seaside Civic and Convention Center 2024 Survey

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Menu Creativity	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>
Other (please specify):	the food was YUMMY and Rosco were will to make changes in anything i wanted. i would give 10 stars if i could.

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	<b>Outstanding</b>
Responsive to Needs	<b>Outstanding</b>
Presentation/Creativity	<b>Outstanding</b>
Properly Staffed	<b>Outstanding</b>
Flexibility of Staff	<b>Outstanding</b>
Courtesy of Staff	<b>Outstanding</b>
Other (please specify):	Jeremy is the MAN!!!!!! He again made it easy for me. even thru wind rain and ice. the room was UNBELIEVABLE.

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	<b>N/A</b>
Affordability	<b>N/A</b>
Cleanliness	<b>N/A</b>
Guest Room Appearance	<b>N/A</b>
Courtesy of Front Desk Staff	<b>N/A</b>
Parking	<b>N/A</b>
Amenities	<b>N/A</b>



Seaside Civic and Convention Center 2024 Survey

**Q12**

Were there members of our team who provided exceptional customer service?

EVERY SINGLE PERSON!!!!

**Q13**

Please provide any suggestions you have for improving your experience with us.

Every thing that you did was 20 stars!!!!

**Q14**

Please comment on your overall experience while visiting Seaside.

N/A

**Q15**

**Repeat Customer**

How did you hear about us?

**Q16**

**Respondent skipped this question**

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#3

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 22, 2024 4:33:36 PM  
**Last Modified:** Monday, January 22, 2024 4:41:05 PM  
**Time Spent:** 00:07:28  
**IP Address:** 71.59.240.142

Page 1

**Q1**

Please tell us about your event.

Name of Event	Prayer Retreat
Name of Evaluator	Nadia Synia
Email Address	church@slovo.org
Number of Attendees	230
Date(s)	January 18-20, 2024

**Q2**

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Good
Communication Skills	Good
Timely Response	Good
Knowledge of Facility	Good
Courtesy	Good

**Q3**

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

## Seaside Civic and Convention Center 2024 Survey

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Good
Appearance	Outstanding
Signage	Good
Value	Good

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Good
Communication Skills	Good
Timely Response	Good
Event Execution	Good
Knowledge	Good
Courtesy	Good

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	Good
Overall Cleanliness	Good
Equipment Set-Up	Good
Equipment Condition	Good
Restrooms/Cleanliness	Good

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Good
Technical Knowledge	Good
Sound Equipment	Good
Lighting Equipment	Good
WIFI Experience	Good

## Seaside Civic and Convention Center 2024 Survey

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Good
Communication Skills	Good
Timely Response	Good
Knowledge	Good
Courtesy	Good

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding
Courtesy	Outstanding

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Good
Responsive to Needs	Good
Presentation/Creativity	Good
Properly Staffed	Good
Flexibility of Staff	Good
Courtesy of Staff	Good

## Seaside Civic and Convention Center 2024 Survey

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Good
Affordability	Good
Cleanliness	Good
Guest Room Appearance	Good
Courtesy of Front Desk Staff	Good
Parking	Good
Amenities	Good

### Q12

Were there members of our team who provided exceptional customer service?

Celeste Kenneally  
Roscoe Rotella

### Q13

Respondent skipped this question

Please provide any suggestions you have for improving your experience with us.

### Q14

Please comment on your overall experience while visiting Seaside.

Overall experience is good. This is a great place for such events as ours and thank you for hosting.

### Q15

Repeat Customer

How did you hear about us?

### Q16

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

## Seaside Civic and Convention Center 2024 Survey

# #4

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, January 31, 2024 9:30:03 AM  
**Last Modified:** Wednesday, January 31, 2024 9:33:02 AM  
**Time Spent:** 00:02:58  
**IP Address:** 47.51.129.198

Page 1

### Q1

Please tell us about your event.

Name of Event	<b>Project Homeless Connect</b>
Name of Evaluator	<b>Viviana Matthews</b>
Email Address	<b>vmatthews@ccaservices.org</b>
Number of Attendees	<b>250</b>
Date(s)	<b>01-30-2024</b>

### Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

## Seaside Civic and Convention Center 2024 Survey

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	Outstanding
Appearance	Outstanding
Signage	Outstanding
Value	Outstanding

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Event Execution	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	Outstanding
Overall Cleanliness	Outstanding
Equipment Set-Up	Outstanding
Equipment Condition	Outstanding
Restrooms/Cleanliness	Outstanding

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Outstanding

## Seaside Civic and Convention Center 2024 Survey

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding
Courtesy	Outstanding

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding



## Seaside Civic and Convention Center 2024 Survey

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Outstanding
Affordability	Outstanding
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding

### Q12

Were there members of our team who provided exceptional customer service?

Celeste and Tina as always

### Q13

Please provide any suggestions you have for improving your experience with us.

Written instruction in the kitchen, how the coffee makers work, especially

### Q14

Please comment on your overall experience while visiting Seaside.

Outstanding, I'm looking forward to next year's event.

### Q15

Repeat Customer

How did you hear about us?

### Q16

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

#5

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, January 30, 2024 11:03:17 AM  
**Last Modified:** Wednesday, January 31, 2024 3:49:01 PM  
**Time Spent:** Over a day  
**IP Address:** 71.193.168.194

Page 1

### Q1

Please tell us about your event.

Name of Event	<b>ELTS</b>
Name of Evaluator	<b>Marie Campbell</b>
Email Address	<b>marie@victorygrp.com</b>
Number of Attendees	<b>165</b>
Date(s)	<b>January 10-12</b>

### Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Knowledge of Facility	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

## Seaside Civic and Convention Center 2024 Survey

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Other (please specify): I'm actually not sure who is considered the Operations Staff.

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Technical Knowledge	<b>Outstanding</b>
Sound Equipment	<b>Outstanding</b>
Lighting Equipment	<b>Outstanding</b>
WIFI Experience	<b>Outstanding</b>
Other (please specify):	I appreciated their team lending a hand whenever we needed it. The only technology issue we ran into was upstairs with a power point presentation. It kept glitching and was quite a distraction.

## Seaside Civic and Convention Center 2024 Survey

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	Outstanding
Courtesy	Outstanding
Other (please specify):	Although I did not have any contact with Roscoe this time, all my interaction with Jeremy was outstanding (thus the above marks).

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	Outstanding
Responsive to Needs	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Outstanding
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding
Other (please specify):	The food was delicious, plentiful, and presented in an inviting manner.

Seaside Civic and Convention Center 2024 Survey

**Q11**

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	Outstanding
Affordability	Outstanding
Cleanliness	Outstanding
Guest Room Appearance	Outstanding
Courtesy of Front Desk Staff	Outstanding
Parking	Outstanding
Amenities	Outstanding
Other (please specify):	Saltline

**Q12**

Were there members of our team who provided exceptional customer service?

Jeremy Tolver always goes above and beyond, as do the tech team!

**Q13**

Respondent skipped this question

Please provide any suggestions you have for improving your experience with us.

**Q14**

Please comment on your overall experience while visiting Seaside.

SCC always does a fantastic job. We love having our conference there.

**Q15**

Repeat Customer

How did you hear about us?

**Q16**

Respondent skipped this question

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.

## Seaside Civic and Convention Center 2024 Survey

# #6

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, February 06, 2024 10:58:17 AM  
**Last Modified:** Tuesday, February 06, 2024 11:02:08 AM  
**Time Spent:** 00:03:51  
**IP Address:** 24.216.255.94

Page 1

### Q1

Please tell us about your event.

Name of Event	Jason Goodding Memorial
Name of Evaluator	Guy Knight
Email Address	gknight@cityofseaside.us
Number of Attendees	50
Date(s)	02/05/2024

### Q2

Please rate your booking experience with Tina Eilers (Director of Sales). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

### Q3

Please rate your event coordination experience with Celeste Kenneally (Special Events Coordinator). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge of Facility	Outstanding
Courtesy	Outstanding

## Seaside Civic and Convention Center 2024 Survey

### Q4

Please rate our facility. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Properly Equipped	<b>Outstanding</b>
Appearance	<b>Outstanding</b>
Signage	<b>Outstanding</b>
Value	<b>Outstanding</b>

### Q5

Please rate our Operations Staff (Event Personnel). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	<b>Outstanding</b>
Communication Skills	<b>Outstanding</b>
Timely Response	<b>Outstanding</b>
Event Execution	<b>Outstanding</b>
Knowledge	<b>Outstanding</b>
Courtesy	<b>Outstanding</b>

### Q6

Please rate your room set-up & housekeeping. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Set To Specifications	<b>Outstanding</b>
Overall Cleanliness	<b>Outstanding</b>
Equipment Set-Up	<b>Outstanding</b>
Equipment Condition	<b>Outstanding</b>
Restrooms/Cleanliness	<b>Outstanding</b>
Other (please specify):	It was perfect!

## Seaside Civic and Convention Center 2024 Survey

### Q7

Please rate your audio visual / technical experience. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Technical Knowledge	Outstanding
Sound Equipment	Outstanding
Lighting Equipment	Outstanding
WIFI Experience	Outstanding

### Q8

Please rate our Front Office Staff. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Knowledge	Outstanding
Courtesy	Outstanding

### Q9

Please rate your experience with Roscoe Rotella (Food & Beverage Director/Chef with Oregon Fine Foods). NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Professionalism	Outstanding
Communication Skills	Outstanding
Timely Response	Outstanding
Menu Creativity	N/A
Courtesy	Outstanding



## Seaside Civic and Convention Center 2024 Survey

### Q10

Please rate our food and beverage personnel and product quality. NOTE: If you rated any of our services "Below Average or Poor" - Please provide comments for improvement.

Food and Beverage Quality	N/A
Responsive to Needs	N/A
Presentation/Creativity	N/A
Properly Staffed	N/A
Flexibility of Staff	N/A
Courtesy of Staff	N/A

### Q11

Please rate your Seaside lodging experience. (Indicate name of lodging property(s) in the box titled "Other" below)NOTE: Although not the provider of lodging, we are interested in your overall impression of the quality of your stay. This information will be shared with the Seaside lodging community.

Availability	N/A
Affordability	N/A
Cleanliness	N/A
Guest Room Appearance	N/A
Courtesy of Front Desk Staff	N/A
Parking	N/A
Amenities	N/A

### Q12

Were there members of our team who provided exceptional customer service?

All of them were amazing.

### Q13

Please provide any suggestions you have for improving your experience with us.

I wouldn't change a thing.

### Q14

Please comment on your overall experience while visiting Seaside.

Outstanding, impressed.

Seaside Civic and Convention Center 2024 Survey

**Q15**

**Repeat Customer**

How did you hear about us?

**Q16**

**Respondent skipped this question**

If you know of someone who might benefit from using our facility, please share their contact information. Our Director of Sales will contact them.