



CIVIC AND CONVENTION CENTER

REGULAR MEETING – Agenda
January 12th, 2023 – 4 pm

- | I. CALL TO ORDER | Term Expiration |
|--|--|
| a. Roll Call | |
| Erik Marston (Chair) | 10/25/24 |
| Robert Fuller (Vice-Chair) | 10/25/25 |
| Nancy McCune | 10/25/26 |
| Shaun Wagner | 10/25/25 |
| Linda Benjamin | 10/25/25 |
| Robert Perkel | 10/25/24 |
| Open | 10/25/22 |
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| II. Consensus of Agenda / Additions | |
| a. Motion to Approve | |
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| III. Minutes of December 15th, 2022 | |
| a. Motion to Approve | |
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| IV. Declaration of Potential Conflict of Interest | |
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| V. Guest Present | |
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| VI. Advertising / Marketing | - Joshua Heineman / Tina Eilers |
| a. Motion To Approve | |
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| VII. Budget / Finance | - Jennifer Biamont / Brian J Owen |
| a. Motion to Approve | |
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| VIII. Sales Director's Report | - Tina Eilers |
| a. Motion to Approve | |
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| IX. General Manager's Report | - Brian J Owen |
| a. Motion to Approve | |
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| X. Old Business | - |
| a. Building Usage Policy | Task Force (Bob P & Nancy) |
| b. Signage Policy | Task Force (Bob P & Nancy) |
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| XI. New Business | - Open to all |
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| XII. Correspondence | - Brian J Owen |
|
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| XIII. Adjournment | |



CIVIC AND CONVENTION CENTER

**SEASIDE CIVIC & CONVENTION CENTER COMMISSION
REGULAR MEETING
December 15th, 2022**

CALL TO ORDER:

The meeting was called to order at 4:04 p.m.

A. Roll Call:

• **Members Present:**

Shaun Wagner

Robert Fuller

Nancy McCune

Erik Marston

Robert Perkel

Linda Benjamin

• **Members Absent:**

• **Staff Present:** Brian Owen, Tina Eilers, Jennifer Travis, Josh Heineman

• **Guests Present:** none

B. Consensus of Agenda/Additions:

There were no changes or additions to the agenda.

Brian reminded everyone that this is the time to change or ask a question about the agenda. He stated that if you have something you want added to the agenda in the future, please reach out to him in advance. (Robert P/Robert F)

MINUTES OF LAST MEETING:

There were no changes to the November 10th, 2022, minutes. The minutes were approved as presented. (Nancy/Robert P)

DECLARATION OF POTENTIAL CONFLICT OF INTEREST:

There were no conflicts of interest.

ACKNOWLEDGEMENT OF GUESTS PRESENT:

There were no guests present.

COMMITTEE REPORTS:

A. Advertising/Marketing:

- Josh shared that we are currently doing the Meeting Professionals International digital ads. He said year to date, the box ad had 16,787 impressions, and 1068 click thrus, and the retargeting ad has had 116,000 impressions and 375 click thrus.
- Josh stated the web stats for the Convention center website. He said for November, 3,207 users visited the site, which is 56 percent growth over November 2021. He added a user will visit the site about two pages per session and stay on the site for about one minute and twenty seconds. He added that what is interesting is that most of the traffic is coming from organic searches. Meaning, people are trying to find the site on their own. Josh talked about the biggest growth of traffic to the convention center site has been coming from seasideor.com, but it is interesting that in November, the Coalition of School Administrators drove the second largest amount of traffic to the site. Tina explained that she has been talking to school councilors about adding a conference to the tail end of the COSA event in June 2023. Josh added that is probably where that traffic has come from. The organic search is up to 2000 people for the month of November. He said that people are coming to the site from several areas, but the number one market is Seattle, then Portland, and then Seaside. He added that our users are about 50/50 on using mobile devices vs. desktop computers. Year to date the site traffic is up about 80 percent.
- Josh stated that there were no changes in the budget allocation.
- The new Seaside Visitor Guide will be out mid-January with a full-page inside back cover ad for the Convention Center.

B. Budget/Finance:

- Brian shared the status of finances through the end of November. He added everything is current in accounts receivable, except we are still working to get a small payment from Spotlight Dance Cup for a damaged chair. Word of Life has paid, and payment from the Seaside Chamber Artisan Fair will be delivered next week. Brian added that we should have financial information from the new city financial manager next month.

C. Building & Operations:

- This committee is currently vacant.
- Brian reported that some of the rooftop vent system for the kitchen is starting to be delivered to our supplier. He said next, we will schedule a roofer and possibly a general contractor to address the current issues.

SALES DIRECTOR'S REPORT:

- Tina started with her activity, she had contact with 41 different organizations, with 15 contracts and 1 addendum completed in the month of November. She added she attended 7 meetings and trainings and had 3 site tours.
- Tina Shared one of the site tours was with Oregon Emergency Management Systems, which turned into three years of contracts as November events. She added that this was due to the renovation because they will need to bring emergency vehicles inside the building and now, they will fit.

- Tina stated that one of the other site tours was with Ferguson Waterworks, and they are pending a contract as a smaller group.
- Tina explained the booking priority system. She said the different priorities depend on the number of attendees and that determines how far in advance they can book the event.
- Tina added she attends several professional organizations. She said they are Meeting Professionals International (MPI), the Greater Oregon Society of Government Meeting Planners (SGMP), CAL SAE and the International Association of Venue Management.
- Tina shared that she will be attending the Meeting Professionals International Cascadia Educational Conference next March. Tina added we are doing a sponsorship that guarantees quick meetings with potential meeting planners at this event. (Nancy/Robert F.)

GENERAL MANAGER'S REPORT:

- Brian shared that we had a 2.3-million-dollar impact on our business community with 18 event usage days and 4880 attendees in November.
- Brian started by highlighting that we had a busy November, and it is a little slower in December. Brian added that what he would like to do in the next couple of years is some local advertising for local company parties at this time of year.
- Brian said our next project is the sound system in the Pacific room. The main sound system is currently at the end of life. Brian added that the new updated system we are looking at is state of the art and we have had a promising demo. Brian said he hopes to have this new system in by the end of January, but it will take some time for integration.
- Brian stated he is looking at changing the software systems in-house. He said his goal is to have one in-house software system for everyone in the building instead of multiple systems and tools for each position. Brian shared that he's doing demos with different software companies to choose the most appropriate for our venue management.
- Brian shared that the operations staff is working on some deep clean projects and annual maintenance during our slow time. (Nancy/Robert P)

OLD BUSINESS:

Brian explained that Spencer Kyle, the new City Manager, has asked that the task force for signage and building usage policies to be put on hold. Brian said Spencer is adopting a new form of policy and we should have this in January.

NEW BUSINESS:

CORRESPONDENCE:

The Commission reviewed the returned surveys.

FOR THE GOOD OF ALL:

ADJOURNMENT:

The meeting was adjourned at 4:56 p.m.

2022-2023 ACCOUNTS RECEIVABLE

EVENT DATE	EVENT	INVOICE DATE	AMOUNT DUE	DATE PAID	AMOUNT PAID
1/6-8/23	Emerald Cat Club Cat Show 2023 Rental Deposit	5/11/20	\$500.00	5/11/20	\$500.00
2/26-3/1/23	OR Government Finance Officers 2023 Rental Deposit	9/22/20	\$1,000.00	9/22/20	\$1,000.00
9/19-21/22	OJDDA Annual Conference 2022 Rental Deposit	1/15/21	\$1,500.00	1/26/21	\$1,500.00
05/04-05/07/2023	Get Out The Float	6/7/21	\$1,000.00	6/11/21	\$1,000.00
7/18/22- 8/2/22	Gem Bead & Mineral Show 2022	9/29/21	\$2,400.00	9/29/21	\$2,400.00
11/16/22-11/17/22	PEO Holiday Boutique	11/29/22	\$150.00	11/29/21	\$150.00
10/3/22-10/5-22	Oregon Realtors Fall Conference 2022	12/1/21	\$2,000.00	12/27/21	\$2,000.00
8/14/22	Willman Wedding	7/1/22	\$400.00	7/14/22	\$400.00
7/10/22-7/17/22	Spotlight Dance Cup	7/19/22	\$5,212.50	7/22/22	\$5,212.50
8/20/22	Neah Kah Nie Class Reunion	7/13/22	\$400.00	7/25/22	\$400.00
7/10/22-7/17/22	Spotlight Dance Cup	7/29/22	\$350.00		
12/17/22	O'Brien Holiday Party	8/8/22	\$400.00	8/8/22	\$400.00
3/15/24-3/17/24	Seaside Jazz & Blues Festival 2024	8/8/22	\$600.00	8/8/22	\$600.00
7/1/23	Pacific Northwest Custom Invitational 2023	8/17/22	\$550.00	8/17/22	\$550.00
8/15/22-8/16/22	NW Regional ESD Threat Training	8/17/22	\$3,256.72	10/5/22	\$3,256.72
8/16/22-8/19/22	ODAA Summer Conference	8/22/22	\$51,641.76	9/7/22	\$51,641.76
8/22/22-8/25/22	OAWU Summer Classic	8/29/22	\$23,167.34	9/14/22	\$23,167.34
8/12/24-8/15/24	OACC Summer Conference 2024	8/26/22	\$2,000.00	8/29/22	\$2,000.00
10/3/22-10/6/22	OR Realtors Fall Conference	8/18/22	\$2,000.00	8/29/22	\$2,000.00
8/29/22-8/31/22	Head Start Pre-Service Conference	9/7/22	\$14,817.70	9/29/22	\$14,817.70
10/27/22-10/30/22	Get Out The Float balance deposit	9/13/22	\$1,500.00	9/22/22	\$1,500.00
4/22/24-4/24/24	Gain Higher Ed Conference deposit	9/7/22	\$1,500.00	9/19/22	\$1,500.00
9/9/22-9/11/22	OSPA Fall CME 2022 Pac University hosted reception	9/14/22	\$680.86	10/4/22	\$680.86
9/9/22-9/11/22	OSPA Fall CME 2022	9/14/22	\$18,002.39	9/26/22	\$18,002.39
11/18/22-11/20/22	Word of Life Family Conference 2022 Dep/F&B	9/14/22	\$4,983.62	10/25/22	\$4,983.62
9/5/22-9/8/22	Ocean Connect 2022	9/12/22	\$40,844.29	10/24/22	\$40,844.29
9/12/22-9/15/22	OR Homicide Investigators Conference 2022	9/19/22	\$33,908.56	10/5/22	\$33,908.56
10/3/22-10/5/22	Oregon Realtors Fall Conference F&B+Deposit #2 2022	9/20/22	\$41,842.80	9/29/22	\$41,842.80
9/17/22	Seaside Rotary Auction 2022	9/23/22	\$6,888.05	10/4/22	\$6,888.05
9/18/22	Wildlife Center Founders Dinner 2022	9/23/22	\$5,133.28	11/7/22	\$5,133.28
9/19/22-9/21/22	OJDDA Annual Conference 2022	9/23/22	\$48,964.98	9/29/22	\$48,964.98
9/23/22-9/25/22	It's A She Thang 2022	9/29/22	\$16,604.04	10/17/22	\$16,604.04
9/23/22-9/25/22	It's A She Thang Committee Dinner 2022	9/29/22	\$949.90	10/31/22	\$949.90
9/26/22-10/2/22	ACBL Regional Bridge Tournament 2022	10/3/22	\$10,625.70	10/17/22	\$10,625.70
10/3/22-10/6/22	Oregon Realtors Fall Convention 2022	10/11/22	\$6,160.58	10/28/22	\$6,160.58
10/7/22-10/9/22	ASAN Annual Conference 2022	10/13/22	\$14,707.37	10/17/22	\$14,707.37
10/11/22	Seaside Kids Pancake Feed 2022	10/12/22	\$150.00	11/7/22	\$150.00
12/6/22	North Coast Housing Summit 2022	10/17/22	\$200.00	10/17/22	\$200.00
10/12/22-10/15/22	West Coast Womens Conference 2022	10/18/22	\$23,349.63	10/25/22	\$23,349.63

Seaside Civic & Convention Center

Sales Report December 2022

Number of Contacts: 35
 Contracts Received: 7
 Addendums Received: 2
 Meetings & Trainings: 7
 Site Tours of SCCC: 2

 Cancelled Contracts: 0

Priority	New	Return	#Attendees	Dates
1		x	250	9/22-25/2025
2		x	200	4/24-26/2023
4		x	125-150	1/24/2023
4		x	180-200	4/6/2023
4	x		85	4/19-20/2023
4		x	250	5/6-7/2023
4		x	80	9/9/2023
4		x	500	2/23-24/2024
4		x	300	5/28-29/2024



2023 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
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▶ 22	23	24	25	26	27	28	▶ 19	20	21	22	23	24	25	▶ 19	20	21	22	23	24	25
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April							May							June						
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▶ 16	17	18	19	20	21	22	▶ 21	22	23	24	25	26	27	▶ 18	19	20	21	22	23	24
▶ 23	24	25	26	27	28	29	▶ 28	29	30	31				▶ 25	26	27	28	29	30	
▶ 30																				

July							August							September						
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▶						1	▶		1	2	3	4	5	▶					1	2
▶ 2	3	4	5	6	7	8	▶ 6	7	8	9	10	11	12	▶ 3	4	5	6	7	8	9
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▶ 16	17	18	19	20	21	22	▶ 20	21	22	23	24	25	26	▶ 17	18	19	20	21	22	23
▶ 23	24	25	26	27	28	29	▶ 27	28	29	30	31			▶ 24	25	26	27	28	29	30
▶ 30	31																			

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

YELLOW = CONTRACTED DAYS - 232 days

Updated 1/3/2023

RED = CONTRACT PENDING- 0 days

GREEN = TENTATIVE HOLD - 13 days

GREY = FACILITY MAINTENANCE - 0 days



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
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																▶	31						

April							May							June										
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▶	7	8	9	10	11	12	13	▶		6	7	8	9	10		▶	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		▶						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
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▶	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			
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▶	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
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YELLOW = CONTRACTED DAYS - 157 days

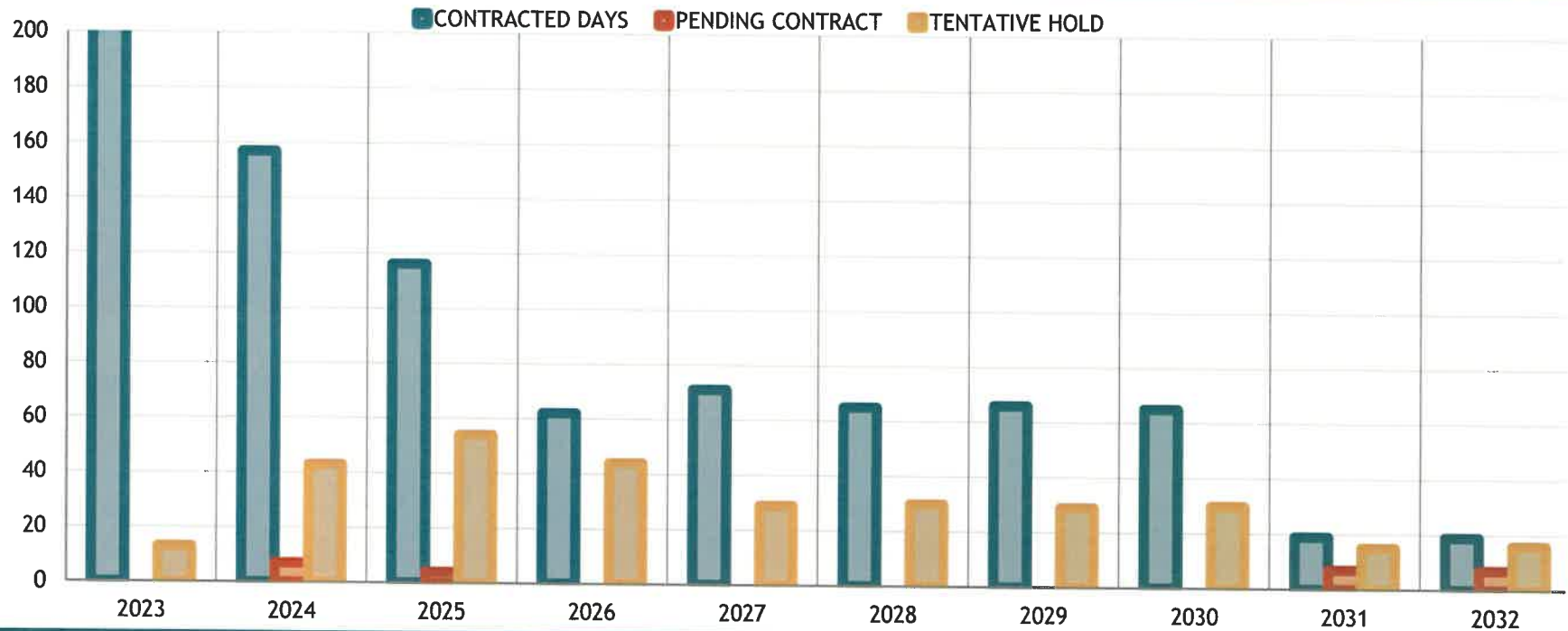
Updated 12/21/2022

RED = CONTRACT PENDING - 7 days

GREEN = TENTATIVE HOLD - 43 days

GREY = FACILITY MAINTENANCE - 0 days

SEASIDE CIVIC & CONVENTION CENTER BOOKING INFORMATION 2023-2032



Data Details	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
CONTRACTED DAYS	232	157	116	62	71	65	66	65	19	19
PENDING CONTRACT	0	7	4	0	0	0	0	0	7	7
TENTATIVE HOLD	13	43	54	44	29	30	29	30	15	16

General Managers Report

January 15th, 2023

In January, we are scheduled to hold eighteen (18) event/usage days which includes: **Four (4) conferences, Five (5) events, and zero (0) fundraisers.**

Upcoming in January, we have;

January 1st	Almost New Year's Roundup
January 6th – 8th	Emerald Cat Show
January 11th – 13th	Executive Leadership Training
January 17th	Clatsop County Realtor's
January 18th	Jacobs Radio
January 19th – 21st	Word of Grace Bible Church
January 24th	City of Seaside – All Staff Lunch
January 25th – 28th	OACE Winter Conference
January 31st	Project Homeless Connect

Brian's two cents:

2023 is starting wonderfully. The annual Almost New Year's Roundup was our first event for 2023 and the last event for 2022. Attendance was strong, and the event organizers were pleased with ticket sales. I hope this shows that attendance will also be strong throughout 2023.

Over the past few weeks, we have received notice the back-ordered HVAC and Venting system mechanicals are starting to arrive. Installation could happen in the mid to late second quarter. This timing could hold some challenges since that is a very busy timeframe for the Convention Center.

John Stockenberg celebrated his 20th year of full-time and 25th year employed with the city and, more specifically, the Convention Center.

Economic Impact:

In December, we produced eighteen (18) event/usage days with 2880 attendees that provided an economic impact of \$1,064,681.00 to our Seaside business community.

Seaside Civic & Convention Center

Monthly Event Report – December 2022

#	Event	Event Days	Attendees
4	Providence Festival of Trees	7	1,100
4	Encore Dance Toy Drive/Recital	2	400
3	Celebration of Life Tory O'Donnell	1	300
3	Santa's Workshop	4	250
1	Almost New Year's Round Up	3	390
3	O'Brien & Company Holiday Party	1	200
3	North Coast Housing Summit	1	200
3	Pearl Harbor Ceremony	1	40

Totals: 8 events	20	2880
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	Key	Total Events	Attendees
1	Conference/Convention	1	390
2	Trade Show	0	0
3	Civic Event	5	990
4	Fundraiser	2	1,500
5	State of Oregon	0	0
Totals		8	2880

Seaside Civic & Convention Center
 Annual Event Report – 2022

Month (2022)	# Events	# Event Days	# Attendees
January	5	7	417
February	6	14	1,892
March	5	13	1,855
April	11	32	4,860
May	10	33	2,460
June	6	20	4,860
July	3	29	1,650
August	8	22	1,086
September	7	25	1,779
October	8	24	1,659
November	10	18	4,880
December	8	20	2,880
Totals:	87	257	30,278

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

Month	2019	2020	2021	2022	2023
January	\$ 670,525.00	\$ 1,259,519.00	\$ 13,397.00	\$ 289,775.00	
February	\$ 159,118.00	\$ 1,115,551.00	\$ 987,130.00	\$ 1,897,091.00	
March	\$ 1,261,332.00	\$ 707,974.00	\$ 269,086.00	\$ 1,941,172.00	
April	\$ 3,412,611.00	\$ -	\$ 298,213.00	\$ 5,068,830.00	
May	\$ 3,903,943.00	\$ -	\$ 913,027.00	\$ 1,147,357.00	
June	\$ 5,352,622.00	\$ 26,794.00	\$ 1,016,477.00	\$ 3,122,194.00	
July	\$ 1,681,435.00	\$ 18,693.00	\$ 2,045,482.00	\$ 1,477,138.00	
August	\$ 1,252,004.00	\$ 808,559.00	\$ 454,033.00	\$ 1,046,153.00	
September	\$ 1,907,811.00	\$ 45,549.00	\$ 289,978.00	\$ 1,563,725.00	
October	\$ 3,247,581.00	\$ 826,635.00	\$ 895,917.00	\$ 1,534,170.00	
November	\$ 5,220,893.00	\$ 206,180.00	\$ 2,228,910.00	\$ 2,336,097.00	
December	\$ 938,458.00	\$ 302,650.00	\$ 593,261.00	\$ 1,064,681.00	
TOTAL	\$ 29,008,333.00	\$ 5,318,104.00	\$ 10,004,911.00	\$ 22,488,383.00	
Annual Facility Usage	213	96	168	257	
Room Tax Revenue					
Jan-Mar	\$ 843,846.00	\$ 827,427.00	\$ 1,203,048.00	\$ 1,315,348.00	
April-June	\$ 1,387,666.00	\$ 682,356.00	\$ 2,044,128.00	\$ 1,795,715.00	
July-Sept	\$ 2,146,082.00	\$ 2,222,882.00	\$ 2,756,221.00	\$ 2,836,867.00	
Oct-Dec	\$ 907,746.00	\$ 1,098,752.00	\$ 1,099,439.00		
TOTAL	\$ 5,285,340.00	\$ 4,831,417.00	\$ 7,102,836.00	\$ 5,947,930.00	

**Note: On July 1, 2017 a 2% increase in transient lodging tax went into effect to fund the SCCC Expansion/Renovation Project.
 Note: April - June Room Tax Revenue is not official as of 9-2-22**

#46

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, December 07, 2022 11:08:13 AM
Last Modified: Wednesday, December 07, 2022 1:55:36 PM
Time Spent: 02:47:22
IP Address: 159.121.120.222

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	North Coast Housing Summit
Name of Evaluator	Brett Estes
Email Address	Brett.Estes@dlcd.oregon.gov
Number of Attendees	200
Date(s)	December 6, 2022

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 2022

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
Other (please specify):	With adding additional numbers last minute, the set up crew was nimble setting up tables first thing. Much appreciated.

Seaside Civic and Convention Center 2022

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):	All was great...only small issue was dealing with a camera recording issue. I was told up front we would need to have a camera person to run the camera (and we found volunteers) but the AV staff said not necessary. Not a big deal but maybe come coordination in order.

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

Seaside Civic and Convention Center 2022

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):	Staff were great checking in throughout the day on the food and it was all timely.

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
Other (please specify):	There was no specific lodging organized as a part of the event but I know of several people who booked Seaside hotels on their own.

Q12

Respondent skipped this question

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

Q13

Respondent skipped this question

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

Q14

Respondent skipped this question

Please comment on your overall experience while visiting Seaside.

Seaside Civic and Convention Center 2022

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 2022

#47

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 13, 2022 10:41:36 AM
Last Modified: Tuesday, December 13, 2022 11:14:51 AM
Time Spent: 00:33:15
IP Address: 170.173.0.22

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Safeway Providence Festival of Trees
Name of Evaluator	Kimberly Ward
Email Address	kimberly.ward@providence.org
Number of Attendees	800 Open House and 300 Gala
Date(s)	November 28th-December 4th, 2022

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 2022

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
Other (please specify):	

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	Good
Other (please specify):	We had a couple of comments that some of the soap dispensers in the women's bathroom were empty.

Seaside Civic and Convention Center 2022

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	Below Average
Communication Skills	Good
Timely Response	Good
Menu Creativity	Outstanding
Courtesy	Outstanding

Other (please specify):

Roscoe has always been professional, kind and courteous with me. I did witness and was brought into an uncomfortable exchange with convention center staff and the director in regards to placement of a tree square that blocked one of the doors to the kitchen, which causes a slight change in process for the catering staff. I was told by Celeste that we could have the space this year but Roscoe wanted them to change it and tried to get me to agree with him. Ultimately, we were allowed to keep it the way we wanted it but Brian Owen had to step in and take the negotiation to the kitchen away from me and my volunteers.

Seaside Civic and Convention Center 2022

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	Outstanding
Presentation/Creativity	Outstanding
Properly Staffed	Good
Flexibility of Staff	Outstanding
Courtesy of Staff	Outstanding

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?

Everyone on your team is amazing!! We love our partnership with the convention center staff!!

Q13

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

I really don't have any suggestions for improvement. Most of the feedback we received was about timing, which I can work with catering staff on next year. People wanted to mingle longer...:)

Q14

Please comment on your overall experience while visiting Seaside.

N/A

Seaside Civic and Convention Center 2022

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.

#48

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, December 19, 2022 9:35:38 AM
Last Modified: Monday, December 19, 2022 9:43:08 AM
Time Spent: 00:07:29
IP Address: 73.25.100.5

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	O'Brien holiday party
Name of Evaluator	Stephanie Phillips
Email Address	stephanie@obrien-co.com
Number of Attendees	200
Date(s)	12/17/22

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 2022

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

Seaside Civic and Convention Center 2022

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):	The staff that ran this were superb. They went way out of their way to help me with my technical needs.

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):	Jeremy's communication skills were below average. Everything else was fantastic.

Seaside Civic and Convention Center 2022

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

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):	Holiday Inn was very accommodating and met all of my needs throughout our stay.

Q12

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

Yes the audio/tech team went above and beyond.

Q13

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

None

Q14

Please comment on your overall experience while visiting Seaside.

We had a wonderful experience in Seaside. Everywhere that hosted us was great.

Seaside Civic and Convention Center 2022

Q15

Referral

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 2022

#49

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, December 20, 2022 10:20:29 AM
Last Modified: Tuesday, December 20, 2022 10:31:49 AM
Time Spent: 00:11:20
IP Address: 172.56.153.229

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	Holiday Treasures sale
Name of Evaluator	Sheri Anderson
Email Address	Samaloha123@yahoo.com
Number of Attendees	? 700 ?
Date(s)	Niv 17th 2021

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	N/A
Communication Skills	N/A
Timely Response	N/A
Knowledge of Facility	N/A
Courtesy	N/A

Seaside Civic and Convention Center 2022

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	Good
Knowledge of Facility	Outstanding
Courtesy	Outstanding
Other (please specify):	Celeste was great, ant time I needed a change in had questions, she was there and was very thorough

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
Other (please specify):	We had to make a last minute adjustment. The staff was johnny in the spot, prepared and professional. They made everything run smoothly

Seaside Civic and Convention Center 2022

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
Other (please specify):	We rely on the wifi for checkout. It was perfect. Never had an issue

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

Seaside Civic and Convention Center 2022

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

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
Other (please specify):	We did not serve food or beverage. But prior to the event we had questions and they responded very quickly and were very helpful

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

Seaside Civic and Convention Center 2022

Q12

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

Celeste and the wonderful female who did our signs fir the monitors and parking lot sign (sorry I am not remembering her name) both were wonderful!

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.

We had a wonderful experience and want to return next year

Q15

Referral

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.

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, January 03, 2023 5:19:04 PM
Last Modified: Tuesday, January 03, 2023 5:30:45 PM
Time Spent: 00:11:40
IP Address: 204.195.123.11

Page 1: Seaside Civic and Convention Center Evaluation Survey

Q1

Please tell us about your event.

Name of Event	End of year round up
Name of Evaluator	Hollybyrum holly byrum
Email Address	Kenie904@hotmail.com
Number of Attendees	390
Date(s)	Dec 30,31,2022 Jan 1 2023

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
Other (please specify):	We were given every bit of helping experience from her that we needed. She went above and beyond any expectations.

Seaside Civic and Convention Center 2023

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
Other (please specify):	Like all the staff we were treated very plainly kindly, and we're always asked if we could be helped or needed anything, and if there was anything we were taken care of in the most courteous, kind way there is love being at the facility

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
Other (please specify):	Loved working with the staff. They helped out moving things so it was more convenient for us gave me ideas on video presentation and we're always asking if there was anything else we needed and if there was, it was always provided right away, love visiting and talking with them all the attendees enjoyed the atmosphere of all the employees.

Seaside Civic and Convention Center 2023

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
Other (please specify):	The only problem that we had was that my own private video that was showing wasn't very well done on my part your staff gave me ideas in ways that I could approve it for the next time it happened would be easier for them and me. It was greatly appreciated. It wasn't criticism it was advised that help greatly. Thank you for them giving their advice.

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
Other (please specify):	Was always welcome in there, and always had a smile on their face and ready to help in. Anyway, they could thanks to all of them for helping us. Have a great experience.

Seaside Civic and Convention Center 2023

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):	Rosco was great to work with enjoyed talking to him and had high quality food and everybody enjoyed it. Look forward to working with him again.

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):	Never ran out of anything and enjoyed working with all the staff. Everybody was great to work with and enjoy working with them again.

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.

Other (please specify):	We had a bed-and-breakfast that I stayed in personally, and it was clean as close to the convention center in House all of us that stay there we all enjoyed it
-------------------------	---

Q12

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

I would not be able to pick out one person that did a better job than everybody else. Everybody was superior in their job in their field. Look forward to working with everybody in the future. Thank you all for making our event huge success.

Seaside Civic and Convention Center 2023

Q13

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

The only thing I would say is we had a little bit of problems with the safe but it ended up great thanks again

Q14

Respondent skipped this question

Please comment on your overall experience while visiting Seaside.

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.

1/2/2023

Dear Frank,

I apologize for having taken too long to send this thank you for your technology help during the NW District Teachers Conference this past October.

You are very kind & conscientious. I also appreciated the conversation we had while waiting for my Zoom Mtg. to start in a different room. 😊

Happy New Year, M

1/2/2023

Dear Celeste,

Thank you for everything you did that contributed to the success of the NW District Teachers Conference this past October. You were very kind to help me set up for my Zoom mtg. that ended up getting rescheduled to U. another room (the results of me & viny my email/text updates 😊).

Happy New Year, M