

LCC SALES & CATERING TEAM



Bob Giorgini,
Director, Sales
& Marketing



Sandra Polson,
Sales Manager



Lisa Pizze,
Sales Manager



**Catherine
Rockburn,**
Sales
Coordinator



Chris Waugh,
Catering &
Convention
Services
Manager



Rebecca Dodd,
Assistant
Catering
Manager



Sheila Vakili,
Catering
Coordinator

DEPARTMENT PROFILE

The Facility Services Department (FS) at the London Convention Centre consists of a diverse group of individuals. Experienced trades people (including an electrician, a plumber, oil burning, propane & natural gas technicians, carpenters and painters) as well as security and custodial staff, pride themselves in solving any inquiries or concerns that may arise while a client is getting their event up and running. Handling issues as large as the August 2003 black out to the smallest repair of a client's high-heeled shoe ten minutes before show-time, their dedication to service is always impressive.

The FS department is led by Peter Dearing, who was the Mechanical Site Foreman for a local contractor during the LCC's construction in 1992/93 making him extremely knowledgeable of the building and the perfect candidate to manage the security, maintenance/

technical and custodial aspects of the LCC. Peter encourages his staff to bring new, insightful ideas to maintain our state-of-the-art facility.

The FS staff most often work behind the scenes, ensuring the heating, cooling, power and water supply are in good working order. During set-up and move-in of a trade show or gala, they can be found supplying the clients and exhibitors with necessary equipment and professional advice. The custodial staff keep over 100,000 square feet, both inside and outside, clean, orderly and pleasant at all times. The LCC contracts the local office of the Commissionaires, Great Lakes for their professional manner as both underground parking attendants and 24 hour building security. Together the Facility Services Department strives to continually uphold a safe, clean and hospitable environment for our guests. 🏠



The Facility Services Team at the LCC.

COMING SOON

The London Convention Centre will soon be installing a new external marquee sign adjacent to the main entrance on York Street. The double-sided full LED motion colour video

screens are over 7 square metres in area, a clear advantage for client event promotions and community announcements. 🏠



London
Convention
Centre

CONVENTIONALLY SPEAKING

FALL 2005

TOP CHEF

On June 20, 2005 Executive Chef, David VanEldik, received the highly esteemed Certified Chef de Cuisine (CCC) designation from the Canadian Culinary Institute. This designation is the highest professional culinary recognition and accreditation in Canada. Chef VanEldik's interest and dedication in achieving this impressive recognition is just another example of how the London Convention Centre strives to remain highly acclaimed in Canada's meeting and hospitality industry. 🏠



5TH ANNUAL BBQ

June 14th marked the London Convention Centre's 5th Annual Client Appreciation Barbeque held on the King Street Patio and once again the weather co-operated. The LCC Barbeque was a great way to start off the summer networking with friends, colleagues and enjoying delectable summer cuisine such as shrimp skewers, scrumptious chicken on focaccia, delicious salads and the always popular ice cream sundae bar. 🏠



MESSAGE FROM THE GENERAL MANAGER, BRITTA WINTHER



Britta Winther,
General
Manger,
London
Convention
Centre

In January 2006 I will say a very fond farewell to all the staff and clients of the London Convention Centre. I have been privileged to be the General Manager of this signature facility for over 10 years, but the time has come for a change – both for the LCC and me.

My career with the LCC has been both rewarding and challenging. It has provided me an unique opportunity to be part of the development and construction of an exciting new project, and

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RECENT EVENTS AND CONVENTION HIGHLIGHTS Continued on Page 2

Since the Spring 2005 Newsletter, the London Convention Centre was selected as host venue for over 250 events, including 14 conferences and 80 food and beverage functions.

In April, the LCC welcomed back the Ontario Independent Meat Processors' Bi-Annual Conference "2005 Food Industry Expo" and the Ontario Pork

Producers Marketing Board's 5th Annual London Swine Conference, as well as first time clients Parks and Recreation Association of Ontario's 10th Anniversary Conference.

May was a month of gala dinners, including YMCA of London's "Women of Excellence", 3M Awards Gala 2005, and the London Chamber of

Commerce's "2005 Bell Comedy Auction." Conference clients included Institute of Law Clerks of Ontario's Annual Conference, and the Anglican Diocese of Huron's Annual Synod.

The LCC was host to a number of events in June, including the Rotary District 6330 Annual Conference and Orchestras Canada Annual



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AMBASSADOR AWARD PROGRAM

following the opening, the organization that would operate and manage this for the City. Along the way I have enjoyed being part of some very exciting events, meeting many interesting people and developing an expansive network. I have been grateful to work for a Board that has been comprised of committed business and community leaders who provided both the inspiration and support which allowed the LCC to become successful, ensuring our clients received the best possible service.

Throughout my career at the LCC I have had the pleasure of working with extraordinary managers and staff, who are committed to providing exceptional customer service but also very responsible and mindful of our public role and responsibility. Our mission statement – *professional service, genuine hospitality & satisfied clients* – has been embraced by all our staff. As a result, we have developed a reputation for culinary excellence and first class service. I leave knowing that their commitment is second to none and guests of the centre will continue to enjoy an outstanding experience.

I am very proud of the staff and I will truly miss my ongoing association with each of them. But I will now look forward to attending events as a guest, and I am definitely going to expect first class service each and every time!

Britta Winther
General Manager

The Ambassador Award Program was created at the London Convention Centre in 1999, to recognize local individuals who were instrumental in attracting major convention or conference business to the LCC. Since its introduction, the LCC has proudly recognized the efforts of more than 30 ambassadors. 2005 is no exception, with

eight more added to our prestigious collection. All Londoners have the potential to be an Ambassador by influencing their organization's convention or conference to be held at the London Convention Centre. For more information on the Ambassador Award Program, please contact the LCC's Sales Department. 📧

RECENT EVENTS

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Conference. Canadian Association of University Business Officers held their Annual Conference, with over 440 delegates in attendance. The Annual Baptist Convention of Ontario and Quebec was held at the LCC for the first time in June, and they are returning in 2006 and 2007.

The closing gala dinner for the 2005 World Transplant Games, will go down as one of the largest ever for the LCC with over 1,840 guests from around the world in attendance.

August saw the Annual Sovereign Grand Lodge Sessions, which included meetings with the Independent Order of Odd Fellows and the International Association of Rebekah Assemblies.

Now that school is back in session, so are corporate meetings. The LCC welcomed back the September



Ontario Federation of Snowmobile Clubs' (OFSC) Annual Conference

London Bridal Show, the Ontario Federation of Snowmobile Clubs' (OFSC) Annual Conference, and The New St. Joseph's Health Care Foundation Annual Tribute Dinner. We also look forward to the University of Western Ontario's Homecoming weekend September 30 to October 2 and hosting various events. 📧



3M Awards Gala 2005

THE CUP STOPS HERE!

On Friday May 20, 2005 the LCC was thrilled to host the Opening Banquet of the 2005 MasterCard Memorial Cup. The evening provided fans with an opportunity to welcome players from the four teams participating in the tournament; The Western Hockey Champions, Kelowna Rockets, the Ontario Hockey League Finalists, Ottawa 67's, the Quebec Minor Junior Hockey League Champions, Rimouski Oceanic and the Ontario Hockey League Champions and host team, London Knights.

With over 1,000 people in attendance, all were thrilled by the efforts from the Opening Banquet committee, who went above and beyond to impress not only the hockey fans in attendance, but the many dignitaries, national media representatives and both past and present NHL players. From the banners of the 56 Canadian Hockey League teams hung throughout the Grand Ballroom, to the 100 individually hand carved ice centre pieces, to a life-size ice sculpture of a goalie in action perched high above the reception area,



to the Memorial Cup itself, the evening was an overwhelming success. Special guests Ron McLean and hockey icon Don Cherry helped make the event one to remember.

As an added note, the Ontario Hockey League Champions and host team London Knights took home the coveted prize and reign supreme in the junior ranks of the Canadian Hockey League for 2005. 📧



CLIENT TESTIMONIALS

There is no greater compliment than when our clients let us know we've done a great job for their event. Below are comments received following a national conference in June:

"Your facility is amongst the best in Canada. We received several positive comments from our delegates regarding the layout, décor and quality of the Centre. As a planner, I thoroughly appreciated certain aspects of the LCC. To name a few: the fee structure; the Event Services Department; the electronic way finding system; the reception area which is always staffed by friendly, helpful and well informed individuals. Our surroundings certainly contributed to a high-end conference. Congratulations!"

Tarama Nemchin
Marketing and Conference Manager
Canadian Association
of University Business Officers
2005 Annual Conference 📧

UPCOMING CONVENTIONS & CONFERENCES

The LCC looks forward to welcoming the following Conferences to London this fall and winter:

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| Making Gains Annual Conference | Oct 23-26, 2005 |
| Canadian Physiotherapy Association - Annual Orthopaedic Symposium | Oct 28-30, 2005 |
| District 60 Toastmasters 2005 Fall Conference | Nov 4-6, 2005 |
| Canadian Institute of Traffic & Transportation Annual Conference | Nov 10-12, 2005 |
| 4th Annual Ontario Gang Investigators Association Conference | Nov 14-16, 2005 |
| Ontario Processing Vegetable Industry Annual Conference | Jan 23-26, 2006 |
| International Society of Arboriculture - Ontario Chapter Annual Conference | Feb 14-17, 2006 |
| AOLS (Association of Ontario Land Surveyors) 114th Annual Meeting | Feb 21-24, 2006 |
| Integrated Solutions to Manure Management III Conference and Exhibition | Mar 8-10, 2006 |
| Ontario Pork - Annual Conference | Mar 15-16, 2006 |
| Ontario Association of Optometrists Annual Symposium & InfoMart | Mar 29-Apr 1, 2006 |