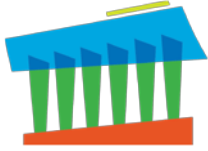


Mayo Civic Center Commission Meeting

Wednesday, February 14, 2018; 3:00 PM
Mayo Civic Center Offices Conference Room

- 3:00 PM A. Call to Order
B. Introduction of new Commission Members
C. Approval of Agenda
D. Open Comment Period
This agenda section is for the purpose of allowing citizens the opportunity to address the Commission. Comments are limited to 2 minutes per person, and total comment period shall be limited to 15 minutes. Any speakers not having the opportunity to be heard will be the first to present at the next Commission meeting.
- 3:05 PM E. Consent Agenda
a. Council Item Review - None
b. Meeting Minutes
i. January 10, 2018
c. Monthly Financial Report
i. December 2017 Bills & Income Statement
ii. January 2018 Bills & Income Statement
d. Director's/Staff Report
e. MCCC Committee Reports
f. Sales Report
- 3:15 PM F. Review Action Items from December 13, 2017 Meeting
a. RCVB 2019 Budget to be presented to MCC Commission at the October 2018 MCC Commission Meeting; MCC 2019 Marketing Plan to be presented at the November MCC Commission Meeting
- 3:45 PM G. New Business
- 3:50 PM H. Unfinished Business
a. Arena Task Force Update
b. Value Stream Mapping Process Update
c. 2018-2020 Strategic Plan Update
- 3:55 PM I. Other Business
- 4:00 PM J. Adjournment

Next Meeting: Wednesday, March 14, 2018 - 3:00 PM



Mayo Civic Center Commission Meeting
Wednesday January 10, 2018 – 3:00 PM
Mayo Civic Center Office Conference Room

Attendees: Commission Members

Teresa Chapman, Matt McCollom, Marv Mitchell, Amita Patel

Absent: Dan Nelson

Other Attendees:

Donna Drews (Mayo Civic Center (MCC)), Matt Esau (Experience Rochester), Julie Gay (Freelance),
Chris Hesby (Powers Ventures), Brad Jones (Experience Rochester), Andy Krogstad (MCC),
Mary Gastner (Experience Rochester), Jo Oeltjen (MCC), Adam Robards (Powers Ventures)

A. Call to Order

00:04 Audio Tape

The meeting was called to order by Matt McCollom, Chair, at 2:59 PM.

B. Approval of Agenda

00:08 Audio Tape

Motion to approve the agenda was made by Marv Mitchell, Second by Teresa Chapman. Motion was approved.

C. Open Comment Period

00:23 Audio Tape

None

D. Consent Agenda

00:32 Audio Tape

a. Council Items

The Maintenance Agreement with the Rochester Art Center has been finalized. City Administration is handling this. This will most likely be on the next City Council's Agenda.

b. Meeting Minutes

i. December 13, 2017

c. Monthly Financial Report

i. December 2017 Bills and December financial statements will not be available until February 2018 because of year-end closing.

d. Director's/Staff Report

e. MCC Committee Reports

f. Sales Report

Motion to approve the consent agenda was made by Marv Mitchell, Second by Teresa Chapman. Motion was approved.

E. Review Action Items from December 13, 2017 Meeting

01:48 Audio Tape

a. Value Stream Process Updates

There is progress in every category of the Value Stream Process. The Team Leaders met on Monday – they have the necessary goals and have taken the first steps to continue the process. Goals in this category may be completed by the next MCCC meeting and then we would move on to the next category; which the next steps will take longer to complete. Our Event Coordinators are especially engaged in this process. For the Value Stream Process, outlines were created for each task/activity/project, then the necessary sequencing or timeline were provided. We are currently working on the “low-hanging fruit.”

b. RCVB (Experience Rochester) 2019 Budget to be presented to MCC Commission at the October 2018 MCCC Meeting; MCC 2019 Marketing Plan to be presented to MCC Commission at the November 2018 MCCC Meeting

Brad Jones stated that in October there will be a draft of the MCC Sales and Marketing Budget, but the full budget will be shared in November. The Experience Rochester’s (formerly RCVB) full budget is not approved until the first full week in November. After the budget is approved, it will then be shared. Matt McCollom requested that the information be sent to the MCC Commissioners prior to the October meeting so they could review it. Donna Drews stated that a draft Experience Rochester budget is to be brought to the MCC Commissioner meeting in October and approved by the MCC Commission. It may be beneficial to have the MCC Commission review and provide feedback for the Experience Rochester budget.

c. MCC Commission Executive Committee to actively participate in Experience Rochester (formerly the RCVB) Board and Experience Rochester (formerly the RCVB) Executive Committee Meetings

Matt McCollom is attending the meetings. Amita Patel will attend the next meeting. Dan Nelson has also been attending the meetings.

ACTION (Parking Lot) – October 2018 Prior to MCCC Meeting – Experience Rochester’s draft budget will be sent to MCC Commissioners for review and approval for the Experience Rochester’s budget will be put on the October MCCC agenda.

ACTION (Parking Lot) – November 2018 Prior to MCCC Meeting – Experience Rochester’s Marketing Plan will be sent to MCC Commissioners for review and approval for the Marketing Plan will be put on the November MCCC agenda.

F. New Business

10:59 Audio Tape

Donna Drews commented on the MCC Customer Satisfaction Survey. There were 58 respondents out of the 241 surveys sent. This is a 24% response rate (the average response rate for this type of survey is 10 – 15%). 69% of those responding indicated their overall experience was excellent, 90% indicated they are likely to rebook, 82% rated the venues’ cleanliness as excellent, and 78% indicated staff responsiveness was excellent.

Some of the Mayo Civic Center staff had their picture in RPU's newsletter. The picture was taken as the MCC staff received the MCC energy rebate checks from RPU.

G. Unfinished Business

13:58

a. Arena Task Force Update

No updates

Marv Mitchell asked about the Martin Luther King, Jr. event scheduled for January 15, 2018. There are no issues and everything is on track. The numbers are down from last year – last year there were about 600, this year the projection is for about 400 attendees. Along that same line, everything is on track for the Rochester Area Chamber's Annual Member Celebration, as well.

H. Other Business

15:32 Audio Tape

Donna Drews shared the MCC's 2017 Final Goals and Objectives worksheet. Donna discussed the various areas on the worksheet. Some highlights of areas left to complete, such as: create opportunities for display advertising, seriously look at the vendor and decorator options – look to design some type of criteria that will help us deliver the message to our customers the level of services provided, the stakeholder reports were not funded, training programs (part of the IATSE contract states that we must provide technical training to IATSE staff so they qualify and accomplished a certain level of education and training on specialized equipment) and this must be completed by the end of the year as the IATSE contract is up for negotiation. Donna discussed more on the training. The one area that is incomplete, because of staffing time, was training, onboarding and communication with our part-time staff. There is an All-Staff Meeting next week. We bring all of our part-time staff in and provide updates for them, listen to their comments, move forward on how things look for this year, identify projects that will be completed, and let them know there may be a uniform change coming.

Donna Drews discussed the 2018-2020 Strategic Plan. If the MCC Commission wishes to go ahead with some type of civic or engagement opportunity or create a town hall meeting setting, when would you like to do that and which member would like to guide that process? The other item is, is there an arts person anyone knows who would like to help on the Marketing Committee – not necessarily an artist, but someone who is engaged civically in the Arts Community. The McKinstry project is nearly complete which will make a difference in our utility bill. The hope is to have a benchmarking report in March on MCC assets and services. The Experience Rochester R & G Business Development Solutions, a lead generation company, officially kicks off in February – this is a nine month contract with Experience Rochester that is expected to generate ten qualified leads per month.

2017 4th Quarter Marketing Update – Mary Gastner mentioned things that under performed in 2017, are not on the 2018 Marketing Plan. There were some things that did perform better than anticipated. Leads generated were reviewed to see if they provided qualified leads. The next Marketing Committee date is yet to be determined.

New Board members have not been identified. Marv Mitchell thought Mayor Brede said he was going to take Marv's replacement to the City Council next meeting.

ACTION (Parking Lot) – Benchmarking Report comparing MCC venue and services with similar venues to be presented at March MCCC Meeting

- I. Adjournment
31:09 Audio Tape
Matt McCollom adjourned the meeting at 3:30 PM

Next Meeting: Wednesday, February 14, 2018 at 3:00 PM

Mayo Civic Center
Income Statement Summary By Department
For the 1 Month and 12 Months Ended December 31, 2017

UNAUDITED

	Period to Date		Year to Date		Annual			
	Actual	Prior Year Actual	Actual	Prior Year Actual	Budget	Actual	Remaining Budget	Percent of Budget
Revenues								
Administration	\$ 4,635	\$ 8,985	\$ 54,683	\$ 64,091	\$ 58,000	\$ 54,683	\$ 3,317	94.3%
Sales and Marketing	88	296	3,634	2,262	1,250	3,634	(2,384)	290.7%
Box Office	22,385	20,430	151,179	141,275	163,500	151,179	12,321	92.5%
Facility Operations				80				
Event Operations	80,951	48,384	1,141,579	893,982	1,076,000	1,141,579	(65,579)	106.1%
Space Rental	49,593	51,645	1,258,887	876,854	1,213,000	1,258,887	(45,887)	103.8%
Food and Beverage	66,388	41,664	893,184	695,830	782,850	893,184	(110,334)	114.1%
Total Revenues	224,040	171,403	3,503,145	2,674,374	3,294,600	3,503,145	(208,545)	106.3%
Expenditures								
Administration	42,425	41,448	422,701	462,214	428,377	422,701	5,676	98.7%
Sales and Marketing	10,261	11,198	112,227	123,270	145,031	112,227	32,804	77.4%
Box Office	21,047	16,616	165,234	161,950	167,964	165,234	2,730	98.4%
Facility Operations	314,303	299,661	2,336,204	1,775,530	2,455,681	2,336,204	119,477	95.1%
Event Operations	96,297	140,907	1,056,762	828,249	1,177,892	1,056,762	121,130	89.7%
Space Rental								
Food and Beverage	138,459	85,707	944,139	619,804	635,687	944,139	(308,452)	148.5%
Total Expenditures	622,791	595,537	5,037,267	3,971,018	5,010,632	5,037,267	(26,635)	100.5%
Excess (Deficiency) of Revenues								
Over Expenditures	(398,751)	(424,134)	(1,534,121)	(1,296,644)	(1,716,032)	(1,534,121)	(181,911)	89.4%
Other Financing Sources (Uses)								
Lodging Tax Investment	313,488	400,064	1,525,946	1,540,541	1,767,872	1,525,946	241,926	86.3%
Other State Aids			4,580	4,580	4,580	4,580		100.0%
Interest	(72)	(2,542)	5,841	945	150	5,841	(5,691)	3894.0%
Total Other Financing Sources (Uses)	313,416	397,521	1,536,367	1,546,066	1,772,602	1,536,367	236,235	86.7%
Gain (Loss) before Transfers	(85,335)	(26,613)	2,245	249,423	56,570	2,245	54,325	4.0%
Operating Transfers In (Out)			(56,570)	(56,571)	(56,570)	(56,570)	(0)	100.0%
Net Gain (Loss)	\$ (85,335)	\$ (26,613)	\$ (54,325)	\$ 192,852	\$ -	\$ (54,325)	\$ 54,325	

Mayo Civic Center
Revenue & Expense Summary By Department

UNAUDITED

For the 12 Months Ended December 31

	2017	2016	YTY Variance	
			Amount	Percent
Revenues				
Administration	\$ 54,683	\$ 64,091	\$ (9,409)	-14.7%
Sales and Marketing	3,634	2,262	1,373	60.7%
Box Office	151,179	141,275	9,903	7.0%
Facility Operations		80	(80)	-100.0%
Event Operations	1,141,579	893,982	247,597	27.7%
Space Rental	1,258,887	876,854	382,033	43.6%
Food and Beverage	893,184	695,830	197,354	28.4%
Total Revenues	3,503,145	2,674,374	828,771	31.0%
Expenditures				
Administration	422,701	462,214	(39,513)	-8.5%
Sales and Marketing	112,227	123,270	(11,043)	-9.0%
Box Office	165,234	161,950	3,284	2.0%
Facility Operations	2,336,204	1,775,530	560,674	31.6%
Event Operations	1,056,762	828,249	228,513	27.6%
Space Rental				
Food and Beverage	944,139	619,804	324,335	52.3%
Total Expenditures	5,037,267	3,971,018	1,066,249	26.9%
Excess (Deficiency) of Revenues				
Over Expenditures	(1,534,121)	(1,296,644)	(237,478)	18.3%
Other Financing Sources (Uses)				
Lodging Tax Investment	1,525,946	1,540,541	(14,596)	-1%
Other State Aids	4,580	4,580		0%
Interest	5,841	945	4,896	518%
Total Other Financing Sources (Uses)	1,536,367	1,546,066	(9,700)	-0.6%
Gain (Loss) before Transfers	2,245	249,423	(247,178)	-99.1%
Operating Transfers In (Out)	(56,570)	(56,571)	1	0.0%
Net Gain (Loss)	\$ (54,325)	\$ 192,852	\$ (247,177)	-128.2%

Mayo Civic Center
Revenue & Expense Summary By Department

UNAUDITED

For the One Month Ended January 31, 2018

	2018	2017	YTY Variance	
			Amount	Percent
Revenues				
Administration	\$ 4,618	\$ 325	\$ 4,293	1320.9%
Sales and Marketing	138	332	(194)	-58.6%
Box Office	12,819	9,048	3,771	41.7%
Facility Operations				#DIV/0!
Event Operations	71,019	37,861	33,158	87.6%
Space Rental	64,971	39,160	25,811	65.9%
Food and Beverage	47,827	41,950	5,877	14.0%
Total Revenues	201,391	128,675	72,716	56.5%
Expenditures				
Administration	52,284	20,838	31,445	150.9%
Sales and Marketing	(4,437)	6,328	(10,765)	-170.1%
Box Office	14,692	6,888	7,804	113.3%
Facility Operations	116,962	81,706	35,256	43.1%
Event Operations	79,776	52,405	27,371	52.2%
Space Rental				
Food and Beverage	24,021	37,602	(13,581)	-36.1%
Total Expenditures	283,298	205,767	77,530	37.7%
Excess (Deficiency) of Revenues				
Over Expenditures	(81,907)	(77,092)	(4,815)	6.2%
Other Financing Sources (Uses)				
Lodging Tax Investment				#DIV/0!
Other State Aids				#DIV/0!
Interest	39	3,602	(3,563)	-99%
Total Other Financing Sources (Uses)	39	3,602	(3,563)	-98.9%
Gain (Loss) before Transfers	(81,868)	(73,490)	(8,377)	11.4%
Operating Transfers In (Out)	(15,169)	(15,169)		0.0%
Net Gain (Loss)	\$ (97,037)	\$ (88,659)	\$ (8,377)	9.4%

Mayo Civic Center
Income Statement Summary By Department
For the One Month Ended January 31, 2018

UNAUDITED

	Period to Date		Year to Date		Annual			
	Actual	Prior Year Actual	Actual	Prior Year Actual	Budget	Actual	Remaining Budget	Percent of Budget
Revenues								
Administration	\$ 4,618	\$ 325	\$ 4,618	\$ 325	\$ 59,750	\$ 4,618	\$ 55,132	7.7%
Sales and Marketing	138	332	138	332	1,500	138	1,362	9.2%
Box Office	12,819	9,048	12,819	9,048	182,500	12,819	169,681	7.0%
Facility Operations								
Event Operations	71,019	37,861	71,019	37,861	1,168,800	71,019	1,097,781	6.1%
Space Rental	64,971	39,160	64,971	39,160	1,500,000	64,971	1,435,030	4.3%
Food and Beverage	47,827	41,950	47,827	41,950	914,000	47,827	866,173	5.2%
Total Revenues	201,391	128,675	201,391	128,675	3,826,550	201,391	3,625,159	5.3%
Expenditures								
Administration	52,284	20,838	52,284	20,838	488,932	52,284	436,648	10.7%
Sales and Marketing	(4,437)	6,328	(4,437)	6,328	143,227	(4,437)	147,664	-3.1%
Box Office	14,692	6,888	14,692	6,888	170,174	14,692	155,482	8.6%
Facility Operations	116,962	81,706	116,962	81,706	2,640,309	116,962	2,523,347	4.4%
Event Operations	79,776	52,405	79,776	52,405	1,420,074	79,776	1,340,298	5.6%
Space Rental								
Food and Beverage	24,021	37,602	24,021	37,602	672,251	24,021	648,230	3.6%
Total Expenditures	283,298	205,767	283,298	205,767	5,534,967	283,298	5,251,669	5.1%
Excess (Deficiency) of Revenues Over Expenditures	(81,907)	(77,092)	(81,907)	(77,092)	(1,708,417)	(81,907)	(1,626,510)	4.8%
Other Financing Sources (Uses)								
Lodging Tax Investment					1,830,332		1,830,332	0.0%
Other State Aids					4,580		4,580	0.0%
Interest	39	3,602	39	3,602	75	39	36	52.3%
Total Other Financing Sources (Uses)	39	3,602	39	3,602	1,834,987	39	1,834,948	0.0%
Gain (Loss) before Transfers	(81,868)	(73,490)	(81,868)	(73,490)	126,570	(81,868)	208,438	-64.7%
Operating Transfers In (Out)	(15,169)	(15,169)	(15,169)	(15,169)	(126,570)	(15,169)	(111,401)	12.0%
Net Gain (Loss)	\$ (97,037)	\$ (88,659)	\$ (97,037)	\$ (88,659)	\$ -	\$ (97,037)	\$ 97,037	

**Mayo Civic Center
Payments for Operations By Department
1/1/2018 - 1/31/2018**

<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
01/08/2018	Intl Assn of Venue Managers	IAVMMembership A Krogstad	Membership Dues	470.00
01/11/2018	Beckleys Inc	Paper/Pens	Office Supplies	128.18
01/11/2018	Beckleys Inc	Paper	Office Supplies	6.00
01/11/2018	Loffler Companies Inc	Copier Charges	Ofc Equip Contr Mtce & Repair	57.60
	MCC Administration			661.78
01/11/2018	Loffler Companies Inc	Copier Charges	Ofc Equip Contr Mtce & Repair	57.61
	MCC Box Office			57.61
01/10/2018	Summit Fire Protection Inc	Sprinkler inspection	Other Expert & Professnl Srvc	450.00
01/11/2018	Arnold's Supply & Kleenit Co	Liners/Glass Cleaner	Building/Grounds Mtce Supplies	996.00
01/11/2018	Beckleys Inc	Clip Boards	Office Supplies	39.80
01/11/2018	Collins Feed & Seed	Softner Salt	Building/Grounds Mtce Supplies	372.40
01/11/2018	Dakota Supply Group Inc	Parts for Outside Water Bibb	Building/Grounds Mtce Supplies	66.13
01/11/2018	Dalco Corp	Gloves/Wypall/Paper Products	Building/Grounds Mtce Supplies	3,312.85
01/11/2018	Dalco Corp	Cleaner	Building/Grounds Mtce Supplies	217.65
01/11/2018	Dalco Corp	Mop/Hand Wash	Building/Grounds Mtce Supplies	1,232.12
01/11/2018	DMC Plumbing & Heating Inc.	HVAC Values/Riverview Rooms	Bldg & Grnds Contr Mtce & Rpr	1,885.00
01/11/2018	G & K Services Inc	Uniforms	Clothing/Uniforms	374.16
01/11/2018	Grainger Inc	Door Hardware	Building/Grounds Mtce Supplies	136.84
01/11/2018	Loffler Companies Inc	Copier Charges	Ofc Equip Contr Mtce & Repair	57.61
01/11/2018	Pauls Lock & Key Shop Inc	Re Key PH Doors	Bldg & Grnds Contr Mtce & Rpr	153.00
01/11/2018	Ronco Engineering Sales Inc	JE Turn/Jaw Eye Turnbuckle	Parts for Equipment	8.24
01/11/2018	Ronco Engineering Sales Inc	Turnbuckle/Screw Pin/Sling	Parts for Equipment	115.10
01/19/2018	Ameripride Services	Linens	Laundry & Linen	14.97
01/19/2018	Dalco Corp	Hand Wash/Sanitizer	Building/Grounds Mtce Supplies	1,456.88
01/19/2018	Express Services Inc DBA	General Custodial	Other Expert & Professnl Srvc	1,101.12
01/19/2018	G & K Services Inc	Uniforms	Clothing/Uniforms	254.16
01/19/2018	Menards Inc - North	Heaters	Equipment (not capitalized)	66.97
01/19/2018	Menards Inc - South	Voltage Tester	Small Tools	19.99
01/19/2018	Menards Inc - South	Insulation - Skyway	Building/Grounds Mtce Supplies	42.99
01/19/2018	Mississippi Welders Inc	Rent Acetylene/Oxygen Cylinder	Equipment Rent	216.00
01/19/2018	Olm Co Solid Waste Refuse	Electronic Recycling	Rubbish&Brush	208.00
01/19/2018	Roch Public Utilities-Water	Meters to measure water reca	Building/Grounds Mtce Supplies	707.17
01/19/2018	Schumacher Elevator Inc	Sched Elev Maint Jan 2018	Bldg & Grnds Contr Mtce & Rpr	464.22
01/19/2018	Viking Electric Supply Inc	Admin CR - Rewiring	Building/Grounds Mtce Supplies	317.61
01/19/2018	Zarnoth Brush Works Inc	Toro Brush - Replacement	Vehicle/Mach Parts & Supplies	346.00
01/24/2018	Arnold's Supply & Kleenit Co	Liners	Building/Grounds Mtce Supplies	1,089.00
01/24/2018	Cintas Corporation 2	First Aid Supplies	First Aid supplies	79.23
01/24/2018	Cintas Corporation 2	Service Charge	Other Expert & Professnl Srvc	12.95
01/24/2018	Express Services Inc DBA	General Custodial	Other Expert & Professnl Srvc	1,585.08
01/24/2018	G & K Services Inc	Uniforms	Clothing/Uniforms	242.16
01/24/2018	Gauthier Industries Inc	Mineral Bronz -120 Flr Plates	Other Expert & Professnl Srvc	250.00
01/24/2018	MN Dept of Public Safety	Sect 312 RTK Tier II Report	Other Taxes & Licenses	25.00
01/24/2018	MN Energy Resources Corp	Natural Gas	Natural Gas	2,243.30
01/24/2018	Quality Overhead Door Inc	4 OH Door Controllers	Building/Grounds Mtce Supplies	152.00

**Mayo Civic Center
Payments for Operations By Department
1/1/2018 - 1/31/2018**

<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
01/24/2018	Summit Fire Protection Inc	Fire Sprinkler Service	Bldg & Grnds Contr Mtce & Rpr	605.00
01/26/2018	All Pest Exterminating LLC	Pest Control Jan 2018	Other Expert & Professnl Srvc	126.00
01/26/2018	Arrow Ace Hardware, Inc	Mechanical Parts for Carts	Building/Grounds Mtce Supplies	6.48
01/26/2018	Bowmans Safe & Lock Shop Ltd	Continuous Hinge - Door	Building/Grounds Mtce Supplies	273.60
01/26/2018	Menards Inc - South	Stage Paint	Building/Grounds Mtce Supplies	16.28
01/26/2018	Waste Management Inc	Acct 7-91331-43006	Rubbish&Brush	434.23
	MCC Building Operations			21,773.29
01/08/2018	Venue Coalition, Inc.	2018 Annual Membership	Membership Dues	15,000.00
01/11/2018	Loffler Companies Inc	Copier Charges	Ofc Equip Contr Mtce & Repair	57.61
01/19/2018	Mayo Civic Center - Petty Cash	Bolts for Shelf	Other Supplies	5.59
01/25/2018	Wells Fargo Bank	Client Survey Portal	Advertising and Promotion	1,020.00
	MCC Sales & Marketing			16,083.20
01/08/2018	Ameripride Services	Chef Coats	Clothing/Uniforms	9.23
01/08/2018	Ameripride Services	Towels	Laundry & Linen	19.25
01/08/2018	Ameripride Services	Linens/Napkins	Laundry & Linen	132.49
01/08/2018	Bix Produce Co.	Product for Resale	Food Products for Resale	175.19
01/08/2018	Bix Produce Co.	Product for Resale	Food Products for Resale	421.23
01/08/2018	Bix Produce Co.	Product for Resale	Non-alcoholic Beverages-Resale	65.50
01/08/2018	Sherwin Williams Co Inc	Paint Supplies-Concessions	Building/Grounds Mtce Supplies	278.83
01/08/2018	Sysco Minnesota	Product for Resale	Food Products for Resale	1,899.97
01/08/2018	Sysco Minnesota	Product for Resale	Food Products for Resale	2,173.29
01/08/2018	Sysco Minnesota	Supplies	Other Supplies	322.28
01/11/2018	Ameripride Services	Chef Coats	Clothing/Uniforms	10.31
01/11/2018	Ameripride Services	Towels	Laundry & Linen	20.22
01/11/2018	Bix Produce Co.	Product for Resale	Food Products for Resale	378.93
01/11/2018	Hy-Vee, Inc.	Product for Resale	Food Products for Resale	270.20
01/11/2018	Loffler Companies Inc	Copier Charges	Ofc Equip Contr Mtce & Repair	57.61
01/11/2018	Northern Beverage Distributing	Product for Resale	Alcoholic Beverages for Resale	122.80
01/11/2018	Ronco Engineering Sales Inc	Hoses for Kitchen Equipment	Building/Grounds Mtce Supplies	154.90
01/11/2018	Sysco Minnesota	Product for Resale	Food Products for Resale	87.34
01/11/2018	Sysco Minnesota	Product for Resale	Non-alcoholic Beverages-Resale	84.98
01/11/2018	Sysco Minnesota	Supplies	Other Supplies	589.80
01/11/2018	Total Restaurant Supply Co Inc	Supplies	Other Supplies	36.98
01/11/2018	Total Restaurant Supply Co Inc	Supplies	Other Supplies	106.94
01/19/2018	Ameripride Services	Chef Coats	Clothing/Uniforms	9.79
01/19/2018	Ameripride Services	Towels	Laundry & Linen	19.69
01/19/2018	Ameripride Services	Linens	Laundry & Linen	164.34
01/19/2018	Ameripride Services	Linens	Laundry & Linen	40.31
01/19/2018	Bix Produce Co.	Product for Resale	Food Products for Resale	272.97
01/19/2018	Bix Produce Co.	Product for Resale	Food Products for Resale	818.49
01/19/2018	Bix Produce Co.	Product for Resale	Non-alcoholic Beverages-Resale	17.45
01/19/2018	Bix Produce Co.	Product for Resale	Food Products for Resale	1,146.53
01/19/2018	Gillette Pepsi Companies Inc	Product for Resale	Non-alcoholic Beverages-Resale	100.00
01/19/2018	Hy-Vee, Inc.	Product for Resale	Food Products for Resale	30.60

**Mayo Civic Center
Payments for Operations By Department
1/1/2018 - 1/31/2018**

<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
01/19/2018	Hy-Vee, Inc.	Product for Resale	Food Products for Resale	33.00
01/19/2018	Northern Beverage Distributing	Product for Resale	Alcoholic Beverages for Resale	165.00
01/19/2018	Sysco Minnesota	Product for Resale	Food Products for Resale	1,804.14
01/19/2018	Sysco Minnesota	Product for Resale	Non-alcoholic Beverages-Resale	64.36
01/19/2018	Sysco Minnesota	Supplies	Other Supplies	83.50
01/19/2018	Sysco Minnesota	Product for Resale	Food Products for Resale	657.26
01/19/2018	Sysco Minnesota	Product for Resale	Non-alcoholic Beverages-Resale	18.40
01/19/2018	Sysco Minnesota	Supplies	Other Supplies	91.17
01/19/2018	Vistar	Product for Resale	Food Products for Resale	4,358.14
01/19/2018	Vistar	Supplies	Other Supplies	409.60
01/24/2018	Bix Produce Co.	Product for Resale	Food Products for Resale	310.99
01/24/2018	Gillette Pepsi Companies Inc	Product for Resale	Non-alcoholic Beverages-Resale	66.25
01/24/2018	Sysco Minnesota	Product for Resale	Food Products for Resale	62.53
01/24/2018	Sysco Minnesota	Supplies	Other Supplies	156.80
01/24/2018	Sysco Minnesota	Product for Resale	Food Products for Resale	1,225.87
01/24/2018	Sysco Minnesota	Product for Resale	Non-alcoholic Beverages-Resale	153.12
01/24/2018	Sysco Minnesota	Supplies	Other Supplies	2,019.49
01/26/2018	Ameripride Services	Chef Coats	Clothing/Uniforms	16.31
01/26/2018	Ameripride Services	Towels	Laundry & Linen	20.22
01/26/2018	Gillette Pepsi Companies Inc	Product for Resale	Non-alcoholic Beverages-Resale	107.45
01/26/2018	Hy-Vee, Inc.	Product for Resale	Non-alcoholic Beverages-Resale	5.00
01/26/2018	Johnson Brothers Liquor Co.	Product for Resale	Alcoholic Beverages for Resale	1,030.26
01/26/2018	Northern Beverage Distributing	Product for Resale	Alcoholic Beverages for Resale	359.90
01/26/2018	Schott Distributing Co	Product for Resale	Alcoholic Beverages for Resale	753.75
01/26/2018	Sherwin Williams Co Inc	Paint - Concessions Stand	Building/Grounds Mtce Supplies	167.43
01/26/2018	Sysco Minnesota	Product for Resale	Food Products for Resale	62.71
	MCC Food & Beverage			24,241.09
01/08/2018	Ameripride Services	Linens	Laundry & Linen	14.52
01/11/2018	Ameripride Services	Linens	Laundry & Linen	15.49
01/11/2018	Beckleys Inc	Hi-Liters	Office Supplies	1.98
01/11/2018	G & K Services Inc	Stagehand Uniforms	Clothing/Uniforms	69.68
01/11/2018	Loffler Companies Inc	Copier Charges	Ofc Equip Contr Mtce & Repair	57.61
01/19/2018	Allied Arts Inc	Piano Tuning- Eagles Telethon	Other Expert & Professnl Svc	85.00
01/19/2018	Express Services Inc DBA	Restroom Attendant	Other Expert & Professnl Svc	272.88
01/19/2018	Express Services Inc DBA	Restroom Attendant	Other Expert & Professnl Svc	222.00
01/19/2018	Express Services Inc DBA	Post Event Cleanup	Other Expert & Professnl Svc	1,030.74
01/19/2018	G & K Services Inc	Stagehand Uniforms	Clothing/Uniforms	69.68
01/24/2018	Express Services Inc DBA	Post Event Cleanup	Other Expert & Professnl Svc	1,480.62
01/24/2018	Express Services Inc DBA	Restroom Attendant	Other Expert & Professnl Svc	148.00
01/24/2018	Express Services Inc DBA	Restroom Attendant	Other Expert & Professnl Svc	175.75
01/24/2018	Express Services Inc DBA	Restroom Attendant	Other Expert & Professnl Svc	305.25
01/24/2018	G & K Services Inc	Stagehand Uniforms	Clothing/Uniforms	69.68
01/24/2018	Intl Assn of Venue Managers	IAVMSafetSecue2-	Travel and training	3,100.00
01/26/2018	Ameripride Services	Linens	Laundry & Linen	248.04
01/26/2018	Charter Communications LLC	Acct 8352 30 680 0002931	Telephone/Fax/Computer line	1,320.00

Mayo Civic Center
Payments for Operations By Department
1/1/2018 - 1/31/2018

<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
01/26/2018	Charter Communications LLC	Acct 8352 30 680 0002931	Equipment Rent	48.53
	MCC Events			<u>8,735.45</u>
	Total All Departments			<u><u>\$ 71,552.42</u></u>

**Mayo Civic Center
Payments for Capital Improvements
1/1/2018 - 1/31/2018**

<u>Proj Id</u>	<u>Post Date</u>	<u>Payee</u>	<u>Purchase or Service Description</u>	<u>GL Account Description</u>	<u>Amount</u>
3541	01/08/2018	Alpha Video & Audio Inc	2018 CastNet Support/Maint	Computer	39,607.00
3541	01/08/2018	Sun Control of Minnesota, Inc.	Window Film	Other Contractual Services	405.00
3541	01/19/2018	TSP Inc	A&E Services - Expansion	Eng & Architectural Consultant	12,959.49
3541	01/24/2018	Appetize Technologies, Inc.	POS Kit (30)	Equipment (not capitalized)	30,745.50
3541	01/24/2018	WHV Inc	Fab & Instal Supply Hoods	Other Contractual Services	2,751.00
3541	01/26/2018	Midwest Fabrication & Supply LLC	Ballroom Floor Covers	Equipment (not capitalized)	3,600.00
3541					90,067.99
3543	01/24/2018	Mavo Systems Inc	Asbestos Abatement	Other Expert & Professnl Srvcs	3,465.00
3543	01/30/2018	McKinstry Essention LLC	GESP Pay App 8	Other Contractual Services	60,300.00
3543					63,765.00
Total					153,832.99

MCC Department Goals

Monthly Update – January 2018

Director's Report – Donna Drews

Government Alliance on Race & Equity – Advancing Equity: Putting Theory into Practice -

The 2018 learning session is underway, and according to Perry Spindler, MCC's representative on the City's committee, it has been an eye-opening experience. The City has agreed to a one-year commitment to focus on the following: *Government's proactive work on racial equity has the potential to leverage significant change, setting the stage for the achievement of racial equity in our communities. Supporting targeted cohorts of jurisdictions and providing best practices, tools and resources is helping to build and sustain current efforts and build a national movement for racial equity.* As the process moves forward, additional updates will be provided.

Venue Coalition – MCC staff is engaged and regular communication is ongoing. The overall consensus is "...so far, so good." Interest has increased. Several new promoters are working with us, and a once-retired promoter has decided to keep working – he just confirmed an October concert. Another plus is the newly renovated Presentation Hall – it is generating a lot of interest, and several shows – Dwight Yoakum, Three Dog Night and Weird Al Yankovic – are very close to selling out.

Mayo Concourse Update / Mayo Heritage Days Dedication – Plans for exhibit and artwork installations are well underway, and MCC staff is meeting regularly with Mayo Clinic Facility Design Services and Heritage Exhibit and Events staff to assure design, engineering and installation meet expectations. We are fortunate that Mayo sets a very high bar, and excited that the Mayo Concourse will provide our guests with a point of interest connecting MCC with the Mayo Brothers story. Portions of exhibits will be installed as early as May, and will continue through the summer. Dedication will be held during on Thurs, Oct 11 during Mayo Heritage Days. A public ceremony and celebration is planned.

Problems with Solutions - Operating a multiuse, multifaceted public venue presents many opportunities and challenges, and our leadership team – full time managers and supervisors – recognizes that there are problems that may never be solved. In a leadership training class, Andy Krogstad, MCC's Managing Director, was taught a process on how to manage the unsolvable. Developed by Barry Johnson, PH.D., his book – Polarity Management – Identifying & Managing Unsolvable Problems – is a challenging read filled with "...patterns to connect..." despite daily stress and rapid change. Our initial discussion was just held so more information will follow.

Marketing – Erin Okins

- R & G business development kicked off last week. R & G has six staff members doing sales prospecting on our behalf for nine months. They will be looking at Experience Rochester's database and focusing on lost business from the last 10 years. They will also be purchasing lists for calls. They are committed to only returning solid leads.

- New blog posts have been added to the website. These articles increase web traffic to our website and encourage people to learn more about our offerings. We've had a 9.6% increase in website page views year over year.
- The new brand has been implemented and most marketing collateral materials have been approved and ordered. Mayo Civic Center's [website has been refreshed](#) to incorporate the new look.
- Our Venue Coalition subscription is underway. MCC's online profile has been updated to include venue information and branding. Our membership extends our staff by prospecting entertainment events on our behalf. Our goal is to book three new entertainment events every year from this effort.

Value Stream Mapping Process Implementation Plan - Step 1

								Status Key	
								No activity	
								In Progress	
								Pending	
								Complete	
No.	Activity / Project	Team Leader	Team Members	Measurable Goal		Implementation Schedule 2018		Status	Notes
				Current	Required	1/8/2018 Update	1/31/2018 Update		
7	Proposals-develop work instructions for sales to increase standardized information	Matt	Joe, Jay	To enable the consistent delivery of information via sharable instructions to guide sales discussions, build credibility, and identify services required to meet customer service expectations		Team agreed to initial sharable info; under review	Develop work instructions for sales managers to increase sharable standardized information - outline complete, implementation underway. Matt Esau to download sharable info to UB. Full implementation deadline is 3/1/2018		
9	Educate clients on potential charges-develop process rate sheet to give early in the process (part of proposal and part of use permit)	Donna	Andy, Matt	To assure customers are well informed & fully aware of any potential and actual event-related costs; details tracked and shared prior to issuing Use Permits (contracts)		Basic outline created; under review by sales, convention service, and event coordinator staff members	Outline reviewed by sales, convention service and event coordinators. Agreed that this tool will be used to inform clients on potential costs, track discussion details and commitments in proposal preparation and issuing use permits. Full implementation deadline 3/1/2018		
10	Triage process for handoff of various events (email, skype, F2F, etc) sales, coordinator and service manager	Perry	Tracy, Lori	Presenting each staff member in a professional manner that is clear to the customer for each category of events.		12/20/17 Meeting had to be rescheduled because of lack of preparedness. Not having an understanding what was trying to be accomplished through the Value Stream Mapping process. 1/5/18 Meeting was beneficial in gathering ideas. We realized we wouldn't be able to finalize anything because we have to wait for further details on the categories of each event type.	Completion delayed until Step 2 - #14 - <i>Roles & responsibilities formalized for Service Manager and Event Coordinators</i> . Changes to the Experience Rochester Service Manager job description are pending; completion TBA. MCC Event Coordinator job description was revised in 2016 and does not require additional review.		
12	Procedures using Standardized templates for what basic info should be given to customers during transition (eg use permits).	Joe	Brad	To foster clarity and improve efficiency through the utilization of standardized templates		Suggestions of possible templates usable for types of events, service manager & event coordinator roles, potential vendor requirements, and disclosure of other events occurring simultaneously prepared & forwarded to Brad; discussion pending	We have met as a team to discuss the templates proposed. With the assistance of the other 2 coordinators, various templates will be drafted for CVB's review. CVB will review and pick from these templates what information is pertinent to the sales person. CVB will also make marketing available to assist with creating more attractive looking templates for customer/client. Plan is to have rough templates created by 3/15/2018.		
13	Standards for when event staff are scheduled (police, security, ushers, etc)	TR	Dave	Share knowledge by providing basic staffing guidelines for sales staff		Draft outline created; meeting with team members scheduled	Guideline information complete; dynamic staffing is a factor, and based on safety and guest experience goals; March implementation		
15	Increase collaboration between Service Manager and Coordinator-when/ how best to communicate changes, etc.	Perry	Tracy, Lori	For each event the Service Manager is part of there is to be collaboration between the Event Coordinator and Service Manager. All information that is pertinent to the event is to be included on the Event Order. Making all staff aware of details in order to best fulfill customer needs.		12/20/17 Meeting had to be rescheduled because of lack of preparedness. Not having an understanding what was trying to be accomplished through the Value Stream Mapping process. 1/5/18 Meeting was very open ended. A great deal of information was shared in which we realized the task at hand was going to take more time than originally expected.	Completion delayed until Step 2 - #14 - <i>Roles & responsibilities formalized for Service Manager and Event Coordinators</i> , and Step 2 - #2 - <i>Determine who will facilitate timeline with customer(s)</i> , are determined		
16	Investigate implementation of exhibitor portal or mobile event app for UB	Andy		To improve service delivery via customer portal and/or mobile app		Researched available modules within Ungerboeck (UB); preparing requirements for discussion with UB	MCC to purchase Ungerboeck / DocuSign module to improve customer service by providing electronic tracking of event confirmation and Use Permit (contract) process; March 2018 implementation		
23	Develop list of information needed/desired for transition from sales to coordinators (proposal, other events, etc)	Donna	TR, Matt, Deanna	To create a seamless transition from the sales function to event coordination status		Basic outline created; under review by sales, convention service, and event coordinator staff members	Outline reviewed by sales, convention service and event coordinators. Criteria is well defined, and supports Step 1 - #12 - <i>Develop work instructions for sales to increase standardized information</i> . Agreed that detailed event-related information is a key factor to assure customer satisfaction. Sales discussion details and commitments and any supporting documentation should be downloaded to UB. Full implementation deadline 3/1/2018		

Page 7

Q6 How would you rate the responsiveness of Mayo Civic Center staff?

(no label) **Excellent**

Page 8

Q7 Please tell us about your Sales Manager.

Professionalism	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of Rochester as a destination	Excellent
Responsiveness and follow-through	Excellent
Empowered to make decisions	Excellent

Page 9

Q8 Please tell us about your Event Coordinator.

Professionalism	Excellent
Flexibility	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of audio-visual services	Excellent
Pre-planning process & timeline	Excellent
Event management	Excellent
Post-event follow-up	Excellent

Page 10

Q9 Please identify your event caterer.

Other (please specify):
HyVee

Q10 Please tell us about your catering experience.

Sales and contracting process	Excellent
Menu options	Excellent
Quality of food	Above Average
Responsiveness and courtesy of wait staff	Excellent
Quality of bar service	Excellent
Responsiveness and courtesy of bar staff	Excellent

Page 11

Q11 Please tell us about your concession food experience.

Menu options	Average
Quality of food	Average
Responsiveness and courtesy of concession staff	Average
General comments about your concession services experience.:	We did not use the concessions area. These questions need an N/A (not applicable) choice.

Page 12

Q12 Please tell us about your audio-visual services experience.

Condition of equipment	Excellent
Reliability	Excellent
Staff responsiveness	Excellent

Page 13

Q13 Is there an individual(s) who exceeded your expectations that you would like to recognize?

Joe, our event coordinator, did an outstanding job. There was also a sound specialist that did great.

Page 14

Q14 Event Name

Mayo IT Department Code Camp

Q15 Contact Name

Respondent skipped this question

Q16 Contact Phone

Respondent skipped this question

Q17 Contact E-Mail

Respondent skipped this question

Q6 How would you rate the responsiveness of Mayo Civic Center staff?

(no label) **Excellent**

Page 8

Q7 Please tell us about your Sales Manager.

Professionalism	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of Rochester as a destination	Excellent
Responsiveness and follow-through	Excellent
Empowered to make decisions	Excellent

Page 9

Q8 Please tell us about your Event Coordinator.

Professionalism	Excellent
Flexibility	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of audio-visual services	Excellent
Pre-planning process & timeline	Excellent
Event management	Excellent
Post-event follow-up	Excellent

Page 10

Q9 Please identify your event caterer. **Mayo Civic Center
Hospitality**

Q10 Please tell us about your catering experience.

Sales and contracting process	Excellent
Menu options	Excellent
Quality of food	Excellent
Responsiveness and courtesy of wait staff	Excellent
Quality of bar service	Excellent
Responsiveness and courtesy of bar staff	Excellent

Page 11

Q11 Please tell us about your concession food experience.

Menu options	Excellent
Quality of food	Excellent
Responsiveness and courtesy of concession staff	Excellent

Page 12

Q12 Please tell us about your audio-visual services experience.

Condition of equipment	Excellent
Reliability	Excellent
Staff responsiveness	Excellent

Page 13

Q13 Is there an individual(s) who exceeded your expectations that you would like to recognize?

Joe Kollar, Laura Woolworth

Page 14

Q14 Event Name

Rochester On Tap

Q15 Contact Name

Jeremiah Johnsen

Q16 Contact Phone

203-900-5049

Q17 Contact E-Mail

jeremiah.johnsen@townsquaremedia.com

#3

COMPLETE

Collector: Web Link 2 (Web Link)
Started: Wednesday, January 10, 2018 2:07:03 PM
Last Modified: Wednesday, January 10, 2018 2:16:25 PM
Time Spent: 00:09:21
IP Address: 136.234.105.212

Page 2

Q1 Based on the services provided, please rate our overall performance.

(no label)

Excellent

Please comment on our overall performance.:

You have a wonderful facility and all staff were very attentive and exceptionally helpful.

Page 3

Q2 How likely are you to book your next event at Mayo Civic Center?

(no label)

Likely

Page 4

Q3 Which of our venues did you rent? (Select all that apply)

Suites 101-114, American Legion, McDonnell

Page 5

Q4 How would you rate the overall physical condition of the facility?

Suites 101-114, American Legion, McDonnell

Excellent

Page 6

Q5 How would you rate the overall cleanliness of the facility?

Interior lobbies and hallways

Excellent

Restrooms

Excellent

Event venue(s)

Excellent

Exterior areas

Excellent

Page 7

Q6 How would you rate the responsiveness of Mayo Civic Center staff?

(no label)	Excellent
General comments about Mayo Civic Center staff.:	Very attentive and always helpful.

Page 8

Q7 Please tell us about your Sales Manager.

Professionalism	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of Rochester as a destination	Excellent
Responsiveness and follow-through	Excellent
Empowered to make decisions	Excellent

Page 9

Q8 Please tell us about your Event Coordinator.

Professionalism	Excellent
Flexibility	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of audio-visual services	Excellent
Pre-planning process & timeline	Excellent
Event management	Excellent
Post-event follow-up	Excellent

Page 10

Q9 Please identify your event caterer.	Kahler Hospitality Group
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Q10 Please tell us about your catering experience.

Sales and contracting process	Excellent
Menu options	Excellent
Quality of food	Excellent
Responsiveness and courtesy of wait staff	Excellent
General comments about your catering services experience.:	Everything was excellent!

Page 11

Q11 Please tell us about your concession food experience. **Respondent skipped this question**

Page 12

Q12 Please tell us about your audio-visual services experience.

Condition of equipment	Excellent
Reliability	Excellent
Staff responsiveness	Excellent

Page 13

Q13 Is there an individual(s) who exceeded your expectations that you would like to recognize?

Catering staff were unbelievable.

Page 14

Q14 Event Name

MN Department of Human Services Training

Q15 Contact Name

Bev Milotzky

Q16 Contact Phone

(651) 431-2277

Q17 Contact E-Mail

bev.milotzky@state.mn.us

#4

COMPLETE

Collector: Web Link 2 (Web Link)
Started: Thursday, January 18, 2018 10:15:19 AM
Last Modified: Thursday, January 18, 2018 10:28:45 AM
Time Spent: 00:13:26
IP Address: 71.13.120.98

Page 2

Q1 Based on the services provided, please rate our overall performance.

(no label)

Please comment on our overall performance.:

Above Average

We truly appreciate the level of attention/support we received from staff. The only item of feedback is to improve internal communication. At times it felt like staff weren't sure who was supposed to be staffing our event, and our volunteers felt the crunch.

Page 3

Q2 How likely are you to book your next event at Mayo Civic Center?

(no label)

Likely

Page 4

Q3 Which of our venues did you rent? (Select all that apply)

**Exhibit Hall,
North Lobby,
Suites 101-114, American Legion, McDonnell**

Page 5

Q4 How would you rate the overall physical condition of the facility?

Taylor Arena	Above Average
Exhibit Hall	Above Average
Auditorium	Below Average
Presentation Hall	Excellent
North Lobby	Excellent
Grand Lobby South - West	Excellent
Ballroom Lobby South - West	Excellent
Ballroom 1, 2, 3	Excellent
Riverview Suite(s)	Excellent
Suites 101-114, American Legion, McDonnell	Excellent
Other	Excellent

Page 6

Q5 How would you rate the overall cleanliness of the facility?

Interior lobbies and hallways	Excellent
Restrooms	Excellent
Event venue(s)	Excellent
Exterior areas	Excellent

Page 7

Q6 How would you rate the responsiveness of Mayo Civic Center staff?

(no label)	Excellent
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Page 8

Q7 Please tell us about your Sales Manager.

Professionalism	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of Rochester as a destination	Excellent
Responsiveness and follow-through	Excellent
Empowered to make decisions	Excellent

Page 9

Q8 Please tell us about your Event Coordinator.

Professionalism	Excellent
Flexibility	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of audio-visual services	Excellent
Pre-planning process & timeline	Excellent
Event management	Excellent
Post-event follow-up	Excellent

Page 10

Q9 Please identify your event caterer. **Canadian Honker/Pinnacle Catering**

Q10 Please tell us about your catering experience.

Sales and contracting process	Excellent
Menu options	Excellent
Quality of food	Excellent
Responsiveness and courtesy of wait staff	Excellent
Responsiveness and courtesy of bar staff	Excellent

Page 11

Q11 Please tell us about your concession food experience.

Menu options	Above Average
Quality of food	Above Average
Responsiveness and courtesy of concession staff	Excellent
General comments about your concession services experience.:	Thank you for taking care of us again this year. We feel it will be helpful to have more conversations early in the planning about our event plan to ensure everyone is on the same page.

Page 12

Q5 How would you rate the overall cleanliness of the facility?

Interior lobbies and hallways	Excellent
Restrooms	Excellent
Event venue(s)	Excellent
Exterior areas	Excellent

Page 7

Q6 How would you rate the responsiveness of Mayo Civic Center staff?

(no label)	Excellent
General comments about Mayo Civic Center staff.:	MCC staff was a pleasure to work with as always!!

Page 8

Q7 Please tell us about your Sales Manager.

Professionalism	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of Rochester as a destination	Excellent
Responsiveness and follow-through	Excellent
Empowered to make decisions	Excellent

Page 9

Q8 Please tell us about your Event Coordinator.

Professionalism	Excellent
Flexibility	Excellent
Knowledge of facility capabilities	Excellent
Knowledge of facility food and beverage services	Excellent
Knowledge of audio-visual services	Excellent
Pre-planning process & timeline	Excellent
Event management	Excellent
Post-event follow-up	Excellent

Page 10

Q9 Please identify your event caterer.

Canadian Honker/Pinnacle Catering

Q10 Please tell us about your catering experience.

Sales and contracting process	Excellent
Menu options	Excellent
Quality of food	Excellent
Responsiveness and courtesy of wait staff	Excellent
Quality of bar service	Excellent
Responsiveness and courtesy of bar staff	Excellent

Page 11

Q11 Please tell us about your concession food experience.

Respondent skipped this question

Page 12

Q12 Please tell us about your audio-visual services experience.

Condition of equipment	Excellent
Reliability	Excellent
Staff responsiveness	Excellent

Page 13

Q13 Is there an individual(s) who exceeded your expectations that you would like to recognize?

A big thank you to all of the MCC staff for their help in turning a disastrous weather delayed conference into a two day success for those that were able to attend.

Page 14

Q14 Event Name

Mayo Clinic Information Technology Conference

Q15 Contact Name

Patrick Hass

Q16 Contact Phone

507-266-3530

Q17 Contact E-Mail

hass.patrick@mayo.edu
