



## BRAD'S BLOG

All of you have been through AEG Encore, our customer service training that we launched last year here at the LACC. I think it's important to cover Encore in this month's blog because I feel it is a very important program that helps us provide excellent customer service required to be a truly world class convention center. I witness our great employees living the Encore culture every day here at the LACC. I want to share one example that happened just recently that I feel is a perfect display of Encore.

On August 19th we played host to the monthly Naturalization Ceremony where several thousand new citizens were sworn in, with their family and friends in attendance. Typically ceremonies have 8,000- 10,000 in attendance. Through experience we have learned that many in attendance are elderly and disabled. August 19th was no exception.

That morning as Sharon Dean, our Administrative Office receptionist, was arriving to work she saw a family with one of their members wheelchair bound standing at the entrance to the West Lobby from the West Garage looking very anxious and perplexed. We had inadvertently locked off this entrance and placed a sign indicating "No Access" to accommodate a film shoot that was taking place later that morning, and they had no easy way of getting to the South Hall where the ceremony was taking place. Sharon took personal responsibility to ask them if they needed help, and upon learning more about their dilemma, offered to escort them through the back entrance of the Administrative Office to the West Lobby elevator. The guests were relieved and appreciative, and they made their ceremony on time.

It's that type of service that exemplifies the spirit of Encore. 1. Exceed expectations of every guest, every time. Provide excellent service at every touch point. See service through the eyes of the guest (which were probably filled with tears this time), and create experiences to give the world a reason to cheer.

Sharon did just that, and this month I wanted to acknowledge her for the great service she provided, and ask all of you to use this as an example of Encore, and look for opportunities like this to enhance our guest's experience. Encore guest service will take us from Good to Great!

## GREEN TIPS

### FOR CELEBRATING LABOR DAY!

1. If you use propane rather than charcoal, grill as much food at once as possible to maximize your fuel efficiency.
  - Propane & electric grills burn cleaner than charcoal grills.
2. When it comes to grilling, did you know vegetables have the lowest carbon footprint? But if you are serving meat, seek locally raised product.
3. Use natural bug repellants with citronella plants, oil or candles & avoid harmful chemical sprays.
4. Using reusable dinnerware is a no-brainer but step it up by using reusable napkins too.

*Have a happy and safe holiday everyone!*

## AND THE *Winnet* IS...

### Congrats Brad Gessner!

August 2015 Photo Contest Winner



This little tree was cut down and someone attempted to rip it out of the ground. You can see exposed roots upon close inspection. Despite that, it continued to fight and grow!

#NeverStopTrying



## EMPLOYEE OF THE MONTH: CONGRATULATIONS KELLEN LOVE!



Position at LACC: Event Services Assistant

### 1. What brought you to LA?

- After graduating from FSU I decided to move to LA because many of my friends had relocated to LA and were working in the entertainment industry. I took a job as a locations PA for the ABC show Day Break.

### 2. What is your dream job now?

- A sports and entertainment mogul; would love to own a sports team! If I could own any team right now I'd choose the Miami Heat.

### 3. Dream vacation?

- Relaxing vacation: sail on a yacht through the Mediterranean region; adventure vacation: African safari

### 4. What is your biggest fear?

- Because all of my family is in Florida, my biggest fear is to get a "bad call" one day

### 5. What would you sing at Karaoke night?

- P.Y.T. by Michael Jackson

### 6. Which of the 5 senses would you say is your strongest?

- There're only 5 senses?! Well if I had to pick one, it'd be taste - I do like to eat... A LOT!

### 7. What is the one thing you will never do again?

- Take family and friends for granted

### 8. Who do you admire most in your life?

- My mom, she has worked in Special Education and has given herself fully to her job as well as to our entire family. She's always there to lend a helping hand and offer support. If I could be half as selfless as she is, I'd consider myself successful.

### 9. What cheers you up?

- My dog Prince, games, and delicious food! Favorite food: spaghetti with meatballs!

### 10. What food can you eat anytime of day?

- Breakfast food! I love bacon, eggs, and grits

## Labor Day Recipe

SPICE UP YOUR POTATO SALAD!

### SMASHED FINGERLINGS WITH JALAPEÑOS



#### Ingredients

Servings: 8

- 3 pounds fingerling potatoes, halved crosswise if large
- ½ cup olive oil, divided
- Kosher salt and freshly ground black pepper
- ¼ cup Sherry vinegar or red wine vinegar
- 1 tablespoon whole grain mustard
- 1 jalapeño, thinly sliced into rounds, seeds removed if desired
- ¼ cup (lightly packed) torn flat-leaf parsley leaves

#### Preparation

Preheat oven to 450°. Toss potatoes with ¼ cup oil on a rimmed baking sheet; season with salt and pepper. Roast, tossing once, until golden brown and tender, 30–35 minutes. Let cool slightly, then lightly flatten.

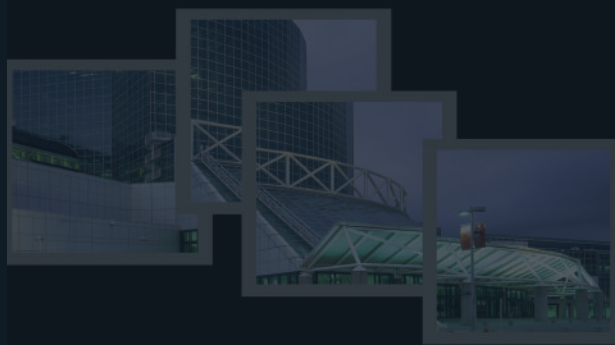
Meanwhile, whisk vinegar and mustard in a large bowl. Gradually whisk in remaining ¼ cup oil until emulsified; season with salt and pepper. Add potatoes, jalapeño, and parsley and toss; season with salt and pepper.

## EMPLOYEE SPOTLIGHT: *Meet* JEFFREY TABISOLA (JT)!



Position at LACC: Manager of Event Technology for Encore

1. Where are you from?
  - Waimanalo, Hawaii on the island of Oahu. I was running my own business in HI but also working with Encore there and when I was presented with the opportunity to move to LA to join the Encore LACC family I decided this would be a wise career move for me.
2. What is the strangest food you've ever eaten??
  - Natto, it's fermented soybeans and is traditional in Japanese cuisine.
3. Do you enjoy watching sports? If so, which ones?
  - I don't have a favorite sport but I enjoy watching high-level competitive events such as the Super Bowl, World Cup, World Series, and Olympics.
4. What motivates you to work hard?
  - Setting the example and building a network; I enjoy seeing people succeed and helping them achieve their goals. In order to assist others, I need to set the example.
5. If you could live anywhere, where would it be?
  - Japan - I love the food, technology is superb, and it's a highly innovative society
6. What was the last movie you saw? Thoughts?
  - Minions! I enjoyed it. It's the kind of film that can be enjoyed by everyone!
7. If you could only keep 5 possessions at home, what would they be?
  - My dog, bed, TV, laptop, and Xbox1
8. What are your top 3 favorite books and why?
  - The Divinci Code, Angels and Demons, and The Bible. I'm not an avid reader; however, I've been able to enjoy and not get bored by these 3 books.
9. If you had to change your first name, what would you change it to?
  - TJ - everyone seems to call me TJ after I introduce myself as JT. So if my name was TJ then there'd be some consistency and less confusion!
10. What's the biggest personal change you've ever made?
  - Managing my time more appropriately and having a regimented schedule outside of work



## PAT RIGALI, BUILDING SUPER-INTENDENT RETIRES FROM LACC

*We'll miss you, Pat!*





## September Encore Service Spotlight: **SYNERGY**

- Work together to ensure every guest returns for an Encore!
- Collaborate with team members
- Be counted on to do the job right
- Ask for help when you need it & help your co-workers when they need it
- Pass on information to co-workers & supervisors that will help us deliver excellent service

## July & August Birthday Celebrations

**Security Dept.** hosted the **July** birthday extravaganza complete with an absolutely impossible movie quiz!



**H&R** hosted the **August** birthday celebration with an all-time record number of **3** cakes, plus musical chairs, a hula hoop competition, and limbo!



## EMPLOYEE SPOTLIGHT: *Meet* **Jeff Leidy**



Position at LACC: Director of Operations for Taste of LA by Levy Restaurants

1. Where are you from?
  - Ventura County, California but most recently San Diego.
2. What is your absolute favorite food?
  - Pizza! Spicy sausage or pepperoni, Naples style.Do you prefer your own cooking?
  - If I have the time I definitely enjoy preparing the meal, but I also like the ability to relax and enjoy a meal prepared by someone else, whether that's out at a restaurant or by friends/familyDo you have a signature dish?
  - I love making fresh bread - Ciabatta or Focaccia
3. If you could hop on a plane right now and travel anywhere, where would you go?
  - 100% Italy! I really enjoy the Amalfi Coast, Rome, and parts of Tuscany.
4. What is your favorite childhood memory?
  - Disneyland! We'd go every year after the first 2 weeks of school all the way until about 8th grade. I continued the tradition with my own kids.
5. Do you have any hobbies?
  - Mountain biking. My daughter and son and I did a Spartan Race
  - I used to own a motorcycle
6. What are your must-have items this year ?
  - New Real Madrid Pepe jersey!
7. If you could meet anyone living or dead, who would you meet?
  - Auguste Escoffier - he was a pioneer in the culinary arts and changed the way we eat food; he created food to be something experienced & enjoyed
8. What are your top 3 TV shows or movies of all time?
  - The 13th Warrior, Caddyshack, The Godfather Series
9. What superhuman power do you wish you had?
  - The ability to fly
10. Any pet peeves or general dislikes?
  - People in LA traffic cutting you off last minute without signaling. I mostly take the train now.