

## FFMA OPERATIONS SEMINAR AGENDA

OCTOBER 8, 2013

- 8:00 – 9:15 Registration & Breakfast North Court
- 9:15 – 9:30 Welcoming Remarks –Kim Stone, FFMA President and Executive Vice President & General Manager, The Heat Group/American Airlines Arena  
Melissa Fronstin, NSU Arena Director
- 9:30 – 10:30 Session 1 North Court  
**Keeping it Green: What's New with Sustainability in Your Venue?**  
Panelists: Anthony Iovino, Nova Southeastern University; Efrain Montoya, Nova Southeastern University; Dan Whitney, Unisource Worldwide; Bob Mott, Unisource Worldwide
- 10:30 – 10:45 Coffee Break
- 10:50 – 12:00 Session 2 North Court  
**Emergency Preparedness:**  
The 3-P's for Event Safety - Planning, Preparation and Practice;  
Severe Weather; Active Shooter  
Panelists: Charles Raiken, Fire Marshal (Retired); Brandon Flynn, The Lakeland Center
- 12:00 – 1:00 Lunch
- 1:00 – 2:00 Session 3 Campus Facility Tour
- 2:15 – 3:00 Session 4A North Court  
**Are You Opening a New Facility or Just Doing Some Spring Cleaning?**  
Panelists: Scott Glaser, USF Sun Dome; Mitchell Silverman, Florida Atlantic University
- 2:15 – 3:00 Session 4B Club Room  
**The Challenges We Face in Achieving 5 Star Customer Service**  
Panelists: Gordon Marrin, Accurate Event Group; Bram Bottfeld, Accurate Event Group; Trent Merritt, USF Sun Dome
- 3:00 – 3:15 Cookie Break
- 3:15 – 4:15 Session 5 North Court  
**Promoter Panel – The Latest in Challenges & Success Stories**  
Panelists: Jesse Stoll, AEG LIVE; John Poland, On Cue Entertainment; Jason Rittenberry, IRG Sports + Entertainment
- 4:15 – 6:15 **Trade Show & Reception**