



News
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Phoenix Convention Center Celebrates Its Volunteers and Recruits New Members

PHOENIX (April 8, 2016) – What are the characteristics of a good volunteer? Just ask Phoenix Convention Center (PCC) Volunteer Coordinator Patty Dunlap and she will tell you, “Our volunteers are the first point of contact for patrons during theatrical events and concerts so they should be outgoing, friendly, courteous and knowledgeable about our venues to enhance patrons’ event experience.” Each year, Phoenix Convention Center management recognizes the hard work and efforts of our volunteers at the annual appreciation dinner, which will be held on April 14.

Two of PCC’s exceptional volunteers received the 2016 City of Phoenix Volunteer Impact Award. Long-time volunteer Liz Bebo, who has donated 1,278.5 hours equivalent to \$29,495.00 in staff savings since joining the program in 2008, received the impact award for her dedicated service in spite of major medical issues. Liz shared that since becoming a volunteer, she was placed on a kidney transplant list. Despite Liz’ medical condition, you never know if she’s not feeling well because she always has a positive attitude and always provides service with a smile. She gives 100% at all times! Liz states “I’ve taken some flak for all the time I’ve spent volunteering but I know this country would come to a screeching halt if it weren’t for volunteers.” The Phoenix Convention Center Arts Ambassador program would certainly suffer without Liz’s participation!

The other impact award recipient is Melody Lambros who has logged more than 801.75 hours equivalent to \$18,496.37 since joining in 2009. Melody’s dedication and enthusiasm has positively served our patrons. She is a “go to” person to help at a moment’s notice. Melody is quick to volunteer to serve additional shifts as needed. Recently, she helped the Volunteer Program by working an evening shift at the Orpheum Theatre after having worked a matinee performance at Symphony Hall. While waiting for an act to appear on-stage at the Orpheum, Melody stood before the audience to engage them with questions about themselves and gave an overview of the historic theater’s rich history. Staff commented that she was thoroughly enjoyed by the audience and kept them engaged until the show began.

“Our volunteers pride themselves on leaving our guests with a positive first and last impression,” said Phoenix Convention Center Director John Chan. Chan will be present at the annual appreciation dinner to acknowledge more than 249 volunteers who have donated more than 14,607 hours equivalent to more than \$336,983.49 in time, resources and money.

The Phoenix Convention Center Volunteer Program has opportunities available for volunteers from all walks of life. The program looks forward to growing its corps of young adult volunteers between 18-30 to work as ushers at the Orpheum Theatre and Symphony Hall as well as in the Convention Center to assist patrons and clients with directions, information about the surrounding area and things to do in addition to other duties. Individuals who want to get involved in their community and meet others while providing a valuable service are encouraged to apply.

The April 14 appreciation dinner will be highlighted by a gourmet meal provided by Aventura Catering, Inc. The event will recognize the volunteers while giving them and a guest an opportunity to celebrate their accomplishments and network.

For more information about volunteer opportunities available with the Phoenix Convention Center & Venues, contact Patty Dunlap at patty.dunlap@phoenix.gov.

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About the Phoenix Convention Center & Venues:

The Phoenix Convention offers nearly 900,000 square feet of rentable meeting and exhibition space and is one of the 25 largest convention venues in the United States. A critical economic enterprise for the city of Phoenix and the state of Arizona, the Phoenix Convention Center can accommodate 80 percent of the convention market. Established in 1969, the Phoenix Convention Center & Venues owns and manages the Phoenix Convention Center, Symphony Hall, the Orpheum Theatre, Executive Conference Center Downtown Phoenix and five public parking facilities. For more information, visit phoenixconventioncenter.com.