Atlantic City Convention Center General Manager Karen Totaro, CFE has been recognized as a recipient of the Facilities & Destinations 2015 Elite Award by Facilities & Destinations publication. This accolade recognizes professionals that make a difference in the meetings and events industry. Recipients of this award have a long track record of career successes, stay active in industry organizations and ensure their staffs excel in customer service. Totaro is an employee of Spectra by Comcast Spectacor, which provides Venue Management and Food Services & Hospitality for the Atlantic City Convention Center.

“It is an unexpected thrill to receive this recognition,” said Spectra’s Karen Totaro, General Manager of the Atlantic City Convention Center. “My passion for this business continually grows and I am so grateful for the strong Spectra team I get to work with every day that allows me the opportunities to contribute and succeed in this industry”

Since becoming general manager of the Convention Center on January 1, 2014, Totaro has focused her efforts on securing new clients, improving customer service and training employees. She has concentrated on raising satisfaction ratings from clients with the introduction of a post event survey and has since seen a 9% increase in scores since year one of operation. Furthermore, Totaro has been instrumental in making sure all employees receive proper training and has helped grow them in their positions.

Totaro relocated from Cincinnati where she held the position of Assistant General Manager of the Duke Energy Convention Center, which was also proudly managed by Spectra. Prior to Cincinnati Totaro served as the Assistant Executive Director of the Oregon Convention Center in Portland for nine years and the Associate Director of the University of Dayton Arena in Dayton, Ohio for five years. She started in the business at the University of Illinois in Champaign/Urbana as the Marketing Manager for the Assembly Hall Arena.

Totaro currently serves as the Chairman of the Board of the 5,000 member International Association of Venue Managers (IAVM). She has also served in several capacities which have included: Board of Directors, District IV Regional Director, a seat on the Board of Governors, Chair of the Transition Committee, Chair of the Education Council, Chair of the Board Development Committee, Chair of the Governance Committee, a member of the Allied Task Force, member of the Leadership/Nominating Committee and a member of the Board of Trustees to name a few. The roles noted included three terms on the IAVM Board of Directors.

Totaro is a graduate of the University of Illinois. In addition to being a 1995 graduate of the Public Assembly Facility Management School, she completed the three-year IAVM Senior Executive Symposium curriculum in 2007 and received her Certified Facilities Executive distinction in 2009.

Originally from Chicago, she grew up in the shadow of the old Comiskey Park (former home of the Chicago White Sox) so venues have always played a significant role in her life and continue to do so.

Most recently, Venues Today Magazine recognized Totaro as a “Woman of Influence”. The publication, which covers the live event industry, presented her with the award at the IAVM VenueConnect in Baltimore Md., on Aug. 2, 2015.
Facilities and Destinations has also selected Spectra’s Jennifer Nobel General Manager of the Durham Convention Center as a recipient of the award.

Boardwalk Hall and the Atlantic City Convention Center are owned and funded by the CRDA.

**About Spectra** Spectra by Comcast Spectacor is the expert in hosting and entertainment, partnering with over 300 clients at 400 global properties to create memorable experiences for millions of visitors every year. Spectra’s expertise is embodied within three divisions: Venue Management (formerly Global Spectrum), Food Services & Hospitality (formerly Ovations Food Services) and Ticketing & Fan Engagement (formerly Paciolan). Learn more at SpectraExperiences.com.

Comcast Spectacor is part of Comcast Corporation, a Fortune 50 media and technology company that operates Comcast Cable and NBCUniversal. Headquartered in Philadelphia, Pa., In addition to Spectra, Comcast Spectacor owns and operates the National Hockey League’s Philadelphia Flyers and the Wells Fargo Center venue. Visit us at ComcastSpectacor.com, PhiladelphiaFlyers.com and WellsFargoCenterPhilly.com for more information.

**About the Casino Reinvestment Development Authority (CRDA)** [www.njcrda.com](http://www.njcrda.com) and [www.twitter.com/njcrda](http://www.twitter.com/njcrda)

The only agency of its kind nationwide, the CRDA has used Atlantic City casino reinvestments as a catalyst for meaningful, positive improvement in the lives of New Jersey residents. Under the 2011 Tourism District Act, CRDA’s mission evolved from statewide projects to becoming the state’s key economic development agency for Atlantic City, resulting in nearly $1 billion in economic development and non-gaming attractions. In total, CRDA has invested nearly $2 billion in more than 400 projects statewide since 1984. CRDA responsibilities include land use regulation, clean and safe initiatives, tourism marketing, and ownership and oversight of the Atlantic City Convention Center and Boardwalk Hall.

For destination photos and videos media may visit [www.doatlanticcity.com/mediaonline](http://www.doatlanticcity.com/mediaonline) where dozens of assets are available for download. For complete Atlantic City tourism information, visit [www.doatlanticcity.com](http://www.doatlanticcity.com).

###

Contact:
Aura Sanchez
Aura_Sanchez@comcastspectacor.com
609-348-7023