

# NATIONAL CONSTITUTION CENTER

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FOR IMMEDIATE RELEASE

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## **NATIONAL CONSTITUTION CENTER NAMES CHARLES HESS NEW DIRECTOR OF VISITOR SERVICES**

Philadelphia, PA (February 20, 2005) – The National Constitution Center on Independence Mall has named Charles Hess to the position of Director of Visitor Services. He was previously Floor Manager in the Visitor Services Department.

As Director of Visitor Services, Hess will oversee all museum floor customer service issues. He will also work with Max & Me Catering, the Constitution Center's exclusive caterer, to continue to develop the offerings and services of the Delegates' Restaurant.

"Charles has been a wonderful asset to the Constitution Center, and has been essential in making every visitor's experience a positive one," said Richard Stengel, President and CEO of the Center. "His congenial personality and dedication to this institution is unparalleled, and we congratulate him on his promotion to Director of Visitor Services."

Hess had served as Floor Manager since October 2002. In this position, he recruited, hired, trained, managed and evaluated all front line staff at the museum, and helped develop many of the Constitution Center's employee policies and procedures. Hess was also responsible for managing customer service and handling all visitor-related issues.

Prior to his work at the National Constitution Center, Hess spent six and a half years as Floor Manager at the Franklin Institute.

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Hess also previously worked as a School Band and Orchestra Director for the Easton Area School District, a Manager at Dorney Park in Allentown, PA, and as a professional trumpet player. In addition to his role at the National Constitution Center, Hess also works as a part-time professional photographer.

Hess graduated with a Bachelors of Science degree in Music Education from the West Chester University in West Chester, PA. He also earned a graduate degree from the Peabody Institute of Johns Hopkins University in Baltimore, MD.

### **ABOUT THE NATIONAL CONSTITUTION CENTER**

Admission to the National Constitution Center is \$7 for adults and \$5 for seniors ages 62 and up, children ages 4-12, and military personnel. Group rates are also available. For more information, call 215.409.6600 or visit [www.constitutioncenter.org](http://www.constitutioncenter.org).

The National Constitution Center, located at 525 Arch St. on Philadelphia's Independence Mall, is an independent, nonpartisan, nonprofit organization dedicated to increasing public understanding of the U.S. Constitution and its relevance to Americans' daily lives. Opened on July 4, 2003, the museum dramatically tells the story of the Constitution from Revolutionary times to the present through more than 100 interactive, multimedia exhibits, film, photographs, text, sculpture and artifacts, and features a powerful, award-winning theatrical performance, "Freedom Rising". The Center also houses the Annenberg Center for Education and Outreach, which serves as the hub for national constitutional education and debates, and as a home for visiting scholars. Also, serving as a nonpartisan forum for constitutional debate, the Center presents – without endorsement – programs that contain diverse viewpoints on a broad range of issues. For more information, call 215.409.6600 or visit [www.constitutioncenter.org](http://www.constitutioncenter.org).

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