

Carlos' Thoughts From the Road:

It took me a long time to realize what words like "delight" mean. But, the essence of this tour with Maná and Ozomatli is energizing and healing. All three of our bands want to share music that unifies people and uplifts their demeanors. Indisputably, there has been a vibration of unity and harmony every time we've played – a celebration of life.

Some people's happiness is contingent on the world having peace.

But, the world's peace is contingent on people being happy first.

One cannot be happy unless one has gratitude first.

-adapted from reading a book by Doreen Virtue, The Lightworker's Way

PROFILE: KEVIN CHISHOLM - "OUR FEARLESS LEADER"

Kevin always seems the happiest when he is in the heat of negotiations planning a Santana Tour. At this time you can find him working with a phone at each ear, his computer in front of him, the adrenaline pumping and a smile on his face. In the midst of this frenzy, he and Kitsaun work closely with promoters, record company and publicist. I asked Kitsaun about Kevin. She said, "I think of Kevin as Our Fearless Leader. He has taken the band around the world time and again without mishap. He's the person who instituted our policy of letting children under the age of 12 into the concerts for free, when accompanied by an adult, in certain cities and venues. Kevin is one of the smartest people I know but even more importantly he's loving, kind and soulful. We work together as a team and I love that."

Kevin lives in the San Francisco Bay area with his wife, Lynn, and two children, Ryan and Coly. Lynn has worked with Bill Graham Presents for 21 years. Many of you have seen Ryan onstage at the shows. He is a great basketball player. Coly also leads her team in basketball and soccer and has decorated my office with her wonderful artwork. I caught up with Kevin during the recent July/August tour.

SC: Kevin, how did you begin your career in this industry?

KC: I actually got my first introduction in 1968 while still in high school. It was there that I first began producing our school theatre productions. After high school I became involved with the Westchester, NY chapter of Vietnam Vets against the War producing shows, plays and demonstrations.

SC: After that what did you do?

KC: Well, that was in NY, from there I decided to move to the west coast, first Los Angeles and then I moved to San Francisco. While in San Francisco, I teamed up with

This is a family and my kids and my wife, Lynn, are all part of this family



four guys who owned a café on Haight Street called the Shady Grove. I then went back to school and took courses in sound and became a sound engineer.

SC: Which bands in San Francisco did you handle sound for?

KC: I worked for the Jerry Garcia Band for a couple of years.

SC: What did you do next?

KC: I began my own sound company and then I went to work for Bill Graham managing the venues and doing production.

SC: So, how did you connect with Santana?

KC: It was in 1985. Bill Graham asked Steve Kahn, who was working for Santana, to come back to BGP and work for him as his pilot. At that point I was given the opportunity to go work with Carlos and replace Steve.

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WORDS FROM THE FANS

El Farol: It's as though you're listening to the birth of love...

— Alex Demidenko

I purchased the new *Supernatural* album...they have taken the sound of Santana to higher, newer and greater levels...The music also inspires me, being a guitarist, and Carlos especially had a large impact on my life and my career as a guitarist.

— Michael Goldberg, age 15, New York

I love *Supernatural*. It is one of those albums that I cannot put in without listening to it the whole way through. Thanks for continuing to put such spirit into your work.

— Jeff Schowinsky, Chicago

I just wanted to congratulate everyone on the amazing new CD, *Supernatural*. The music is excellent, the cover is beautiful, everything about it is great. Not a day goes by where I don't listen to Santana's music. He

is an inspiration to my guitar playing. His music, for me, is a form of meditation, it has an amazing effect on me.

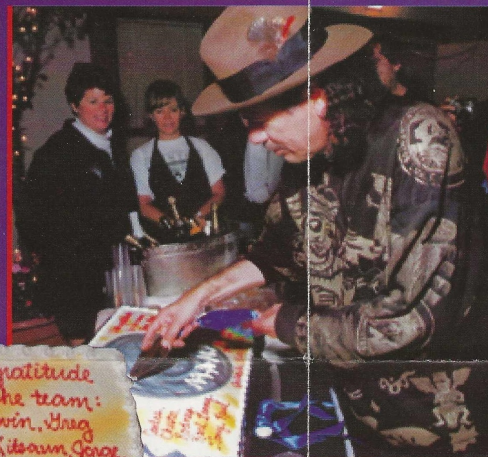
— Marcus Visic, Australia

Supernatural is out of this world. Thanks again for stepping up as the leader. For 20 years you have filled my heart with the best music ever.

— Unsigned



SUPERNATURAL HITS PLATINUM SALES IN USA, GOLD IN CANADA



Carlos cuts the cake.

Thank you to all of our fans that have already purchased the new CD, *Supernatural*. It has gone Platinum and as we go to press the CD is #7 on Billboard's Hot 200 Chart. We could not have done it without you!



A lot of love: Carlos and Kevin hug surrounded by the band, crew, staff, and family members at the after-show surprise party.

Watch
for the
Smooth
music
video
on
VH-1

MEDALLION OF EXCELLENCE

On September 15, Carlos will be the recipient of the 1999 Medallion of Excellence award for community service. This honor is being conferred to Carlos from the Congressional Hispanic Caucus Institute in Washington, DC.

The Medallions of Excellence are bestowed upon individuals who conduct themselves in an exemplary manner, who serve as a standard for others to emulate, particularly young Latinos. The person selected is not limited to any particular field of endeavor or voluntary pursuit. The qualifying factor is the outstanding community involvement through initiating or supporting programs that benefit the Hispanic community. Carlos is being honored for his work with Cada Cabeza Es Un Mundo, the Blues for Salvador benefit concert and the San Francisco Earthquake Relief benefit. These are but three of the numerous ways in which Carlos has worked for and with the Hispanic community for the benefit of us all.

SANTANA MERCHANDISE

For those of you who haven't found us yet, the new Santana Merchandise store online is up and running. Check us out at:
www.market.santana.com

Many of the items that we feature on the merchandise site can be found on tour. However, we will also be offering items that can only be purchased on our site. At present we have six categories of merchandise: Clothing, Art, T-shirts, Jewelry, Toys and Percussion Instruments. We hope to include a merchandise catalog in our winter newsletter. This will enable you to place an order via mail. Until then, visit our online store, we are continually updating and adding new merchandise.



Stan, our Lighting Designer, having his cake and eating it, too.

SURPRISE PARTY FOR CARLOS AT SHORELINE

After the show at Shoreline Amphitheatre, August 15, Carlos was surprised with a party, complete with cake and champagne, to celebrate *Supernatural* officially surpassing sales of 1 million in the USA, and more than 400,000 in other countries.

October Tour

Fri & Sat Oct 1-2	Santa Barbara CA	Santa Barbara Bowl
Sun Oct 3	Los Angeles CA	Hollywood Bowl
Thu Oct 7	Kansas City KS	Memorial Hall
Fri Oct 8	St. Louis MO	Fabulous Fox Theater
Sat Oct 9	Memphis TN	Mud Island River Park
Sun Oct 10	Knoxville TN	World's Fair Park
Tue Oct 12	Virginia Beach VA	GTE Virginia Beach Amph
Thu Oct 14	Myrtle Beach SC	Palace Theater
Fri Oct 15	Atlanta GA	Chastain Park Amph
Sat Oct 16	Orlando FL	Hark Rock Live
Sun Oct 17	W. Palm Beach FL	Coral Sky Amph

Ozomatli will be opening all shows.

Dates are subject to change. Please check your local listings or

www.santana.com/OnTour

Band Line-up

Carlos Santana - guitar
Chester Thompson - keyboard
Raul Rekow - congas
Karl Perazzo - timbales
Rodney Holmes - drums
Benny Rietveld - bass
Tony Lindsay - vocals

Our shows are all about the people; we care about our fans.

SC: In what capacity did you join Santana?

KC: I came into the Santana organization as the monitor engineer and production manager for one tour to get a feel for the staff, crew and tour philosophy and to see if I wanted to do the job. (a lot of laughter....)

SC: I guess you like the job, it's been about 15 years! When did you become the Tour Manager?

KC: After that first tour I worked as the production manager until 1989 when I was given the job of Tour Manager and "whatever."

SC: Generally, does a tour manager always do what the job description reads?

KC: No! A tour manager usually just operates the tour itself. I put the tour together, which entails negotiating the deals and planning the routing. I also work with the Management office, Carlos and the band during recording sessions. I'm a diversified person. (laughter)

SC: You are also working, living and managing many personalities often under some pretty stressful situations.

KC: I feel that you need to show respect, especially when you tour in other countries. You need to respect the cultures of other countries.

SC: What is the most difficult aspect of your job?

KC: I don't find anything too difficult.

SC: OK, lets use the word challenging?

KC: I think that the most challenging is to put packages (tours) together that work well. What I mean by that is a package really works when we can move Carlos' career forward and that also puts Carlos in an environment that is safe.

SC: What is the most rewarding aspect of your job?

KC: The people, making the fans happy. Making sure that they are safe and are having a good experience.

SC: What was the toughest tour?

KC: I would have to say the 1988-touring season, which included the tour with Wayne Shorter and the Viva Santana tour. That was a tough year. I was doing production in 1988 and on one tour I slept maybe a total of 18-20 hours the entire five weeks we were out. We were going from airplane to airplane with the equipment.

SC: What do you enjoy most about working with this organization?

KC: The people in the Santana "family," and Carlos' philosophy. That was one of the reasons I wanted to stay with this organization. I am in agreement with much of the Santanas' philosophy and religiously we are similar. I was raised with many of the same beliefs and this is a comfortable environment. This is a family and my kids and my wife, Lynn, are all part of this family and I appreciate that.

SC: That is one aspect of this organization that is so special.

Our families are included in the fold.

KC: My kids appreciate it and that is one reason why they can handle my being away for such long stretches of time.

SC: Would you say that is one of the difficult aspects of your job?

KC: Yeah, it can be hard on the family.

SC: You hardly ever take time off, however. What do you look forward to during those off periods?

KC: Being with my family. When I'm home I involve myself with my children's sports activities. I'm involved either in the capacity of an assistant coach or as a proud father in the stands. I try never to miss their games.

SC: What has been the most memorable concert?

KC: Probably the concert in East Berlin. It was the people that made that show so special in my mind. The emotions at that show will always stay with me. I would also have to say the concert in Jerusalem. That was also a pretty amazing experience.

SC: What is your most favorite place to tour?

KC: I love it all, however, my favorite time is when we travel through Europe. I love Germany.

SC: You were instrumental in the recording of *Supernatural*. How are you feeling about its success and the fact that it has gone to Platinum so quickly?

KC: I'm amazed. I feel that it is something that Carlos and the band deserve, and we must thank Arista. They have done an excellent job.

SC: How is the present tour going? (July/August Summer Tour)

KC: This is the most phenomenal tour I've ever done in my life.

SC: Really! What makes this tour so special?

KC: I'm working with the best people, best music and the best package. I personally don't think anything can touch it. I have great people working around me and everyone is doing a great job. However, I give the most credit for this tour to Mike Keifer. (Santana Production Manager). He's a rock!

SC: How many crewmembers are travelling with you?

KC: We have 85 crewmembers that we are traveling with. However, it fluctuates and it has been as many as 92 and that does not include the local venue crew.

SC: I know that at this time (at the time of the interview) we have not confirmed a show for the millennium. What would you like to see for this special New Year's Eve show?

KC: As in all our shows my main focus is that the audience enjoy themselves. Our shows are all about the people; we care about our fans. It is not about greed, we understand that ticket prices are high and we are doing everything we can to make our shows affordable and safe.

SC: Thank you, Kevin.

—stefani charles

***This is
the most
phenomenal
tour I've ever
done in
my life.***