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Detroit Metro CVB Honors Livonia Resident at 20th Annual Recognition of Service Excellence (ROSE) Awards

DETROIT (September 2, 2014)— Livonia resident, Dawn Carroll, Delta Sky Club Representative for Delta Air Lines, won a Recognition of Service Excellence (ROSE) Award and was recognized along with more than 250 of metro Detroit's most outstanding hospitality professionals for her exceptional service contributions at the Detroit Metro Convention & Visitors Bureau's (DMCVB) 20th annual ROSE Awards on Wednesday, August 27 at the Fox Theatre.

Carroll, winner in the Transportation category, has been with Delta Air Lines for the past 24 years. She is known for her kind heart and contagious smile and is the reason that many customers continually choose Delta as their preferred carrier. She once assisted a family in seeing their hospitalized critically ill sibling, from beginning to end, ensuring they had a smooth trip.

Carroll doesn't refer to her job as a job, but rather she considers it something she does to help others. She is constantly motivating others to improve by setting a positive example. When not serving others at Delta, she finds time to volunteer at the C.S. Mott Children's Hospital and for The Flight to the North Pole Event.

"The metro Detroit hospitality industry is a significant aspect of our local economy contributing nearly \$6 billion every year," said DMCVB President & CEO Larry Alexander. "The ROSE Awards allow the community an exceptional opportunity to thank and honor the men and women, like Ms. Carroll, who are dedicated to providing a positive experience to visitors of the region."

Celebrating its 20th anniversary, the ROSE Awards was created to salute the individuals working tirelessly behind the scenes to make the metro Detroit hospitality industry shine.

Winners received lunch with Larry Alexander, DMCVB president and CEO, dinner for two, tickets to the Henry Ford Museum and Greenfield Village, tickets to a Detroit Tigers game, a dozen roses and the prestigious ROSE award designed by The Glass Academy founder, Chris Nordin.

ROSE Award sponsors included Delta Air Lines, The Henry Ford, People's Transit, Wesley Berry Flowers, Detroit Tigers and Full View Productions.

The Detroit Metro Convention & Visitors Bureau is a private, not-for-profit organization whose mission is to market and sell the metropolitan Detroit area on a worldwide basis as a destination for leisure and business travel including conventions, trade shows, corporate meetings, tours and incentive travel and as a film location to maximize additional visitors, visitor expenditures, state and local tax revenues, and job opportunities. More than 700 businesses are represented in the DMCVB's membership. The DMCVB was founded in 1896 as the world's first convention and visitors bureau. Visit www.visitdetroit.com.

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