

## For Immediate Release

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### **Detroit Resident Recognized for Excellent Customer Service at Detroit Metro Convention & Visitors Bureau's ROSE Awards**

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored Brenda Austin of Detroit for excellent customer service at the 2017 Recognition of Service Excellence (ROSE) Awards last night. More than 500 people attended the celebration at the Ford Community & Performing Arts Center in Dearborn.

Austin, cleaning specialist for The Henry Ford, was named the attractions and casinos category winner. She received a \$100 Visa gift card, dinner for two at the London Chop House, two Detroit Tigers game tickets, one dozen red roses, a bottle of champagne and an announcement in the next issue of *Visit Detroit* magazine and on [visitdetroit.com](http://visitdetroit.com).

ROSE Award nominations were provided by clients, guests, supervisors and the general public. There were 215 nominees and one winner in each of the six categories was chosen. Additionally, one overall service champion, selected by a panel of expert hospitality professionals, was also recognized.

Austin's positive attitude is contagious. She goes out of the way to tell her coworkers good morning when they arrive and anticipates their needs even before they ask. She helps start their days on a high note causing them to be better partners and ambassadors to their clientele.

She is always upbeat and cheerful with both coworkers and guests, even when dealing with the not so pleasant aspects of her job. Her good spirit and attention to detail does not go unnoticed.

"Metro Detroit is fortunate to have such a strong hospitality community that attracts 19 million visitors to the region each year," said Larry Alexander, DMCVB President & CEO. "Individuals like Brenda create lasting impressions that have a major impact on visitor experiences."

WXYZ's Glenda Lewis served as mistress of ceremonies for the evening, which

included entertainment by iLuminate™ and DJ Kevin. The event was sponsored by Centerplate.

For more information about the ROSE Awards, go to [theroseawards.com](http://theroseawards.com).

\*Photo available upon request.\*

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*The Detroit Metro Convention & Visitors Bureau (DMCVB) is a private, not-for-profit organization with a mission 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 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. [visitdetroit.com](http://visitdetroit.com)*