

For Immediate Release

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More than 200 Members of Metro Detroit Hospitality Community Recognized for Excellent Customer Service at Detroit Metro Convention & Visitors Bureau's ROSE Awards

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored 215 members of the metro Detroit hospitality community for their 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.

During the ceremony The Townsend Hotel was also awarded the William F. McLaughlin Hospitality Award. This is the only award in the state of Michigan that honors customer service excellence in businesses.

"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. "The ROSE Awards is our opportunity to honor those individuals that don't often get the recognition they deserve."

ROSE Award nominations were provided by clients, guests, supervisors and the general public. 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.

The 2017 category winners were:

- Volunteers – Karen Andrusiak, Airport Ambassador Volunteer, Wayne County Airport Authority
- Attractions and Casinos – Brenda Austin, Cleaning Specialist, The Henry Ford
- Transportation – John Johnson, Customer Service Agent, Delta Air Lines
- Restaurants – Syed Ali, Bartender, Volt at the Detroit Marriott at the Renaissance Center
- Behind the Scenes – Philip Abraira, Security Officer, MotorCity Casino Hotel
- Hotels – Erik Taylor, Front Desk Clerk, Detroit Marriott at the Renaissance Center

The 2017 Overall Service Champion was Connie Godre, Master Presenter at The Henry Ford. Even after 60 years of service, Godre's enthusiasm and dedication shines through to her guests. Her passion inspires not only customers, but also her coworkers.

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.

Photos 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