

For Immediate Release

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

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored Syed Ali of Warren 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.

Ali, bartender at Volt at the Detroit Marriott at the Renaissance Center was named the restaurant category winner. He 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.

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.

Ali passed the first level of Marriott's Bourbon training program, which there were more people on a national level that failed the program than passed. He's been a driving force on one of the hotel's critical action teams to make sure customers have what they want when they want it.

Repeat customers provide positive feedback about Ali and say that he's one of the reasons they return to the restaurant. He also developed a mango margarita that is on the specialty drink menu and is consistently a top seller.

"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 Syed 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.

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