



For Immediate Release

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

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored Fathima Rahman of Hamtramck for excellent customer service at the 2018 Recognition of Service Excellence (ROSE) Awards. More than 500 people attended the celebration at the Max M. & Marjorie S. Fisher Music Center in Detroit on Aug. 29, 2018.

Rahman, Room Service Operator at the Detroit Marriott at the Renaissance Center, was named the hotels category winner. She received a \$100 Visa gift card, dinner for two at the London Chop House, two Detroit Tigers game tickets, a crystal award, 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 198 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.

Rahman never misses a single step, even when the hotel is busy. She adds personal touches, such as sending chicken noodle soup to guests when they are sick. She remembers orders of platinum guests, consistently provides excellent customer service and is always a team player.

During the busy weeks of the North American International Auto Show Rahman has been known for working all night operating the phone for in-room dining and returning first thing in the morning to hostess at the hotel lobby restaurant, then heading back to in-room dining for the evening.

"We have a thriving hospitality community in metro Detroit that attracts 19 million visitors to the region each year," said Larry Alexander, DMCVB President & CEO. "Individuals like Fathima play a key role in creating positive experiences for visitors."

WXYZ's Glenda Lewis served as mistress of ceremonies for the evening, which included entertainment by Daniel D. and John E. Lawrence Trio. 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)*