

For Immediate Release

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

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored Charlene Noah of Taylor 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.

Noah, Red Coat Supervisor for Delta Air Lines, was named the transportation 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.

Noah understands the vision of Delta Air Lines and motivates others to help achieve that mission. She is well-respected, responsible and possesses a huge capacity for kindness and empathy. She is extremely dedicated and always ready to help customers and coworkers.

In one instance, Noah, showed her excellent leadership and listening skills when calming down a flight attendant who had arrived late to her gate. Noah professionally and effectively maintained control of the situation, while explaining the responsibility and commitment Delta has to its customers to ensure their flights leave on time.

"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 Charlene 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)*