

For Immediate Release

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

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored Bill Bialkowski of Dearborn 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.

Bialkowski, Airport Ambassador Volunteer for the Wayne County Airport Authority, was named the volunteer category winner. He 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.

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.

Bialkowski has received the 1,000 hour club award, in just his third year of volunteering and the President's Volunteer Service Award five times.

He goes out of his way to help retrieve lost items left on planes, frequently stays longer during his shifts, assists with special airport events and trains new volunteers.

Bialkowski recently helped a family of seven from Shanghai with a canceled connecting flight. They insisted he keep a \$100 tip, but instead he donated it to the DTW Freedom Center.

"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 Bill 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.

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