

For Immediate Release

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Detroit Metro CVB Honors Stars of the Hospitality Industry at 21st Annual ROSE Awards

Detroit, Mich. – More than 200 hospitality stars were honored at the Detroit Metro Convention & Visitors Bureau's 21st Annual Recognition of Service Excellence (ROSE) Awards on Wednesday, Sept. 23, 2015 at the Detroit Opera House. The Wayne County Airport Authority was also awarded the William F. McLaughlin Hospitality Award for Service Excellence, the only award in the state of Michigan that honors customer service excellence in businesses.

"Metro Detroit has a talented hospitality community and the ROSE Awards is our opportunity to honor those individuals that often don't get the recognition they deserve," said DMCVB President & CEO Larry Alexander.

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 2015 category winners were:

- **Attractions and Casinos:** Ernie Miedema, Engineer, MotorCity Casino
- **Behind the Scenes:** Denise Spernak, Housekeeping Supervisor, The Dearborn Inn, A Marriott Hotel
- **Hotels:** Matt Galat, Gallery Host, Hyatt Place Detroit/Utica
- **Restaurants:** Sandra Gaines, Server, Detroit Marriott at the Renaissance Center
- **Transportation:** Kathy Means-Lake, Customer Service Agent, Delta Air Lines
- **Volunteers:** Gwendolyn Britton, Volunteer, Detroit RiverFront Conservancy

The Overall Service Champion was Michael Kane, Police Officer for the City of Detroit. Officer Kane is not only committed to protect and serve, but he's also proven to be a true Detroit ambassador assisting with several of the major groups in Detroit this year.

WXYZ's Glenda Lewis served as mistress of ceremonies for the evening, which included entertainment by Kurt J, Evelyn Renee and the Rodney Lamar Page Band.



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The event was sponsored by the Detroit Opera House, MGM Grand Detroit, UNITEHERE! Local 24, Delta Air Lines, the Detroit Tigers, Full View Productions, Wesley Berry Flowers, Cavalier Pictures, Colburn Colburn and Michigan Meetings + Events.

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The Detroit Metro Convention & Visitors Bureau is a private, not-for-profit organization whose mission is 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. Visit.visitdetroit.com.



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