



For Immediate Release

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Troy Resident Honored at Detroit Metro CVB's 22nd Annual Recognition of Service Excellence (ROSE) Awards

Detroit, Mich. –Troy resident Gary Keoleian was honored as the Hotels Category Winner at last night's (Wednesday Aug. 24, 2016) Detroit Metro Convention & Visitors Bureau's Recognition of Service Excellence (ROSE) Awards. Keoleian, who is a Bellman at The Townsend Hotel was among more than 200 hospitality superstars that were recognized at the ceremony that took place at the Detroit Institute of Arts.

Keoleian has shown exemplary service to the guests of the Townsend Hotel for the last 15 years. He is committed to providing consistent excellent customer service with a smile. He has the ability to make customers at home and comfortable. He is hardworking, personable and passionate about his work.

Keoleian's relationship with high-profile groups such as NBA teams and Big Ten universities is remarkable. His customer service and attention to detail are second to none. When travel-weary groups arrive in sub-zero weather at 4 a.m., Keoleian is the first one to greet them and assist them in any way he possibly can. Many people say Keoleian's service is legendary and return to the Townsend Hotel because of his service.

"Metro Detroit's hospitality community plays a huge part in the visitor experience of the 18 million people that come to the region each year," said DMCVB president & CEO Larry Alexander. "Individuals like Mr. Keoleian make a difference in our region and we are honored to recognize their contributions in making Detroit shine."

ROSE Award nominations were provided by clients, guests, supervisors and the general public. One winner in each of six categories was chosen by a panel of expert hospitality professionals, along with one Overall Service Champion.

Keoleian received dinner for two at London Chop House, a \$100 Visa gift card, two Detroit Tigers game tickets, the prestigious crystal ROSE Award, one dozen red roses, a bottle of champagne and an announcement in *Visit Detroit* Magazine and on visitdetroit.com.

WXYZ's Glenda Lewis served as mistress of ceremonies for the evening, which included entertainment by Jeremy Ellis – Electronic Musician, Beth Griffith and DJ Kevin.

The event was sponsored by the Detroit Institute of Arts, Unite Here Detroit Local 24, the Detroit Tigers, Full View Productions, Wesley Berry Flowers, Cavalier Pictures, Don Graham and Joe's Gourmet Catering and 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.