



For Immediate Release

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

Detroit, Mich. – Detroit resident Bertaina Abbott was honored as the Overall Service Champion at last night's (Wednesday Aug. 24, 2016) Detroit Metro Convention & Visitors Bureau's Recognition of Service Excellence (ROSE) Awards. Abbott, who serves as a Room Attendant at the MotorCity Casino Hotel, was among more than 200 hospitality superstars that were recognized at the ceremony that took place at the Detroit Institute of Arts.

Abbott was named the Overall Service Champion because she exemplifies every characteristic of an ideal ROSE Award winner. Performing a physically demanding job day after day, yet doing it with perfection day in and day out is no easy task, but it's not a problem for her. She has an amazing work ethic and can always be counted on to say lay or come in on her days off.

Her work philosophy is she wants the service that she provided for her guests to be the same as what she would expect. Treat others the way you want to be treated. This philosophy is evident as she greets every guest with a smile and a sincere, "how are you?"

With an outstanding eye for detail and impeccable standards, Abbott confessed to an obsession with "the perfect bed" and "the perfect towel setting." Consistently scoring 95% or higher on hotel room inspections, her satisfaction in making each room neat, clean and welcoming, has progressed her to the top floor of the hotel, which offers magnificent views of Detroit, and exclusive access to VIPs and celebrities. But a guest's status doesn't matter to her, and she credits her high scores to the simple enjoyment she receives ensuring every guest experiences the best possible serve. She is so humble and soft-spoken yet couldn't be more deserving for this award.

"Metro Detroit's hospitality community plays a huge part in the visitor experience of the 18 million people that come to region each year," said DMCVB president & CEO Larry Alexander. "Individuals like Ms. Abbott 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.

Abbott received two tickets for the 2017 infinity-ovation yacht summer series, \$1000 in spending money, four Detroit Tigers game tickets and \$80 in fun money, a beautiful award, two dozen red roses, 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 www.visitdetroit.com.