



### For Immediate Release

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## Detroit Metro CVB Honors Stars of the Hospitality Industry at 22<sup>nd</sup> Annual ROSE Awards

**Detroit, Mich.** – More than 200 hospitality stars were honored at the Detroit Metro Convention & Visitors Bureau’s 22nd Annual Recognition of Service Excellence (ROSE) Awards on Wednesday, Aug. 24, 2016 at the Detroit Institute of Arts. The Detroit Zoo 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 2016 category winners were:

- Attractions and Casinos: Tanisha Weathers, Tour Guide, Motown Museum
- Behind the Scenes: Nick Board, Operations Manager, Wayne State University – Student Center
- Hotels: Gary Keoleian, Bellman, The Townsend Hotel
- Restaurants: Carol Szalay, Senior Restaurant Supervisor, The Dearborn Inn – A Marriott Hotel
- Transportation: Mohammed Rahaman, Valet Driver, Courtyard by Marriott – Downtown Detroit
- Volunteers: Joe Scafero, Airport Ambassador, Wayne County Airport Authority

The Overall Service Champion was Bertaina Abbott, Room Attendant at MotorCity Casino Hotel. Abbott’s is the highest performing room attendant and is responsible for all the high profile customers at MotorCity Casino Hotel. Her work ethic is outstanding and constantly goes above and beyond to provide the best service for their guests.

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](http://visitdetroit.com).