

For Immediate Release

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St. Clair Shores Resident Recognized for Excellent Customer Service at Detroit Metro Convention & Visitors Bureau's ROSE Awards

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored Erik Taylor of St. Clair Shores for excellent customer service at the 2017 Recognition of Service Excellence (ROSE) Awards last night. More than 500 people attended the celebration at the Ford Community & Performing Arts Center in Dearborn.

Taylor, front desk clerk at the Detroit Marriott at the Renaissance Center was named the hotel category winner. He received a \$100 Visa gift card, dinner for two at the London Chop House, two Detroit Tigers game tickets, 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 215 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.

Taylor started at the hotel as a laundry attendant and worked his way up to the hotel front desk. He has made it his personal goal to increase morale among his coworkers - they look to him for guidance and leadership. He even worked with his managers to create an incentive program for staff.

Taylor never lets a guest request go unresolved and always follows through. He finds a positive spin on everything and keeps his composure even when dealing with unpleasant hotel guests.

"Metro Detroit is fortunate to have such a strong hospitality community that attracts 19 million visitors to the region each year," said Larry Alexander, DMCVB President & CEO. "Individuals like Erik create lasting impressions that have a major impact on visitor experiences."

WXYZ's Glenda Lewis served as mistress of ceremonies for the evening, which

included entertainment by iLuminate™ and DJ Kevin. 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