

For Immediate Release

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Brownstown Resident Recognized for Excellent Customer Service at Detroit Metro Convention & Visitors Bureau's ROSE Awards

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored Karen Andrusiak of Brownstown 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.

Andrusiak, Airport Ambassador Volunteer for the Wayne County Airport Authority, was named the volunteer category winner. She received a \$100 Visa gift card, dinner for two at the London Chop House, two Detroit Tigers game tickets, one dozen red roses and a bottle of champagne.

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.

Andrusiak is a positive ambassador for the city of Detroit and is always willing to help. She is knowledgeable on what is happening in the region and became a Certified Tourism Ambassador for Ann Arbor so she can better answer visitor questions. Andrusiak is also a volunteer for The Parade Company, Chevrolet Detroit Grand Prix, Detroit Sports Commission and River Days.

Andrusiak always puts the customer first, from sitting with a teenage passenger flying alone until takeoff and reassuring her mother that she was ok, to letting customers use her phone to contact their ride and helping a distraught customer en-route to a family funeral.

"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 Karen 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