

For Immediate Release

Contact: Deanna Majchrzak, dmajchrzak@visitdetroit.com, 313-202-1999

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

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored Alicia Kelly of Detroit for excellent customer service at the 2018 Recognition of Service Excellence (ROSE) Awards. More than 500 people attended the celebration at the Max M. & Marjorie S. Fisher Music Center in Detroit on Aug. 29, 2018.

Kelly, Guest Services at The Fillmore Detroit, was named the attractions and casinos category winner. She received a \$100 Visa gift card, dinner for two at the London Chop House, two Detroit Tigers game tickets, a crystal award, 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 198 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.

Through hard work and overcoming obstacles, Kelly has transformed her job into a career. She leads and trains new team members, provides inspiration and motivation for busy event nights, and works closely with third parties on behalf of The Fillmore.

She is the first person to win team member of the quarter by a landslide and the first to receive the award back to back.

Kelly is the driving force behind the "Fillmore Cares" mission and the monthly philanthropic events, and volunteers at every event.

"We have a thriving hospitality community in metro Detroit that attracts 19 million visitors to the region each year," said Larry Alexander, DMCVB President & CEO. "Individuals like Alicia play a key role in creating positive experiences for visitors."

WXYZ's Glenda Lewis served as mistress of ceremonies for the evening, which included entertainment by Daniel D. and John E. Lawrence Trio. 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