

For Immediate Release

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

DETROIT – The Detroit Metro Convention & Visitors Bureau (DMCVB) honored Gary Luchenbill of Canton 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.

Luchenbill, Network Specialist at Cobo Center, was named the behind the scenes category winner. He 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.

With more than 18 years of experience in the hotel and hospitality industry, Luchenbill loves hard work and people, always lifting the spirits of those around him.

He provides exceptional quality service to ensure that all Cobo Center customers receive whatever help they need, even if it's a last minute request. Along with technical support, he even answers general questions, such as directions around the building.

His hours are often long, but his work ethics keep him going and always with an engaging, friendly personality. He's even been referred to as "Mr. Cobo" by co-workers.

"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 Gary 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