

For Immediate Release

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Dearborn Resident Honored at Detroit Metro CVB's 21th Annual Recognition of Service Excellence (ROSE) Awards

Detroit, Mich. –Dearborn resident Denise Spernak was honored as the Behind the Scenes Category Winner at last night's (Wednesday, Sept. 23, 2015) Detroit Metro Convention & Visitors Bureau's Recognition of Service Excellence (ROSE) Awards. Spernak, who is a housekeeping supervisor at the Dearborn Inn – A Marriott Hotel, was among more than 200 hospitality superstars that were recognized at the ceremony that took place at the Detroit Opera House.

Spernak leads by example, thinks of new ideas to consistently improve the hotel and goes the extra mile for guests and her team. On busy days she often makes up beds and helps the housekeepers with whatever she can. She even hand sorts the laundry to make sure each room attendant has the quality and quantity of linens for their rooms. At the same time she is still responsible for overseeing operation of her department including schedules, guest needs and inventory. She is also a lobby greeter and oversees the lost and found department.

She is an empathetic leader that truly cares for her staff. On one occasion one of her housekeepers complained of a terrible headache. Spernak stayed and cared for this person and took her to the emergency room, which saved her life as the woman had been diagnosed with a brain aneurism. For this act of dedication and kindness she received the Chairman's Citation from Bill Marriott.

"Metro Detroit's hospitality community plays a huge part in the visitor experience of the 18 million people that come to region each year," said DMCVB President & CEO Larry Alexander. "Individuals like Ms. Spernak make a difference in our region and we are honored to recognize their contributions in making Detroit shine."

ROSE Award nominations were provided by clients, guests, supervisors and the general public. One winner in each of six categories was chosen by a panel of expert hospitality professionals, along with one Overall Service Champion.

Spernak received lunch with DMCVB President & CEO Larry Alexander, dinner for two, a Visa gift card, Detroit Tigers game tickets, the prestigious crystal ROSE Award, one dozen red roses and an announcement in Visit Detroit Magazine and on visitdetroit.com.



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WXYZ's Glenda Lewis served as mistress of ceremonies for the evening, which included entertainment by Kurt J, Evelyn Renee and the Rodney Lamar Page Band.

The event was sponsored by the Detroit Opera House, MGM Grand Detroit, UNITEHERE! Local 24, Delta Air Lines, the Detroit Tigers, Full View Productions, Wesley Berry Flowers, Cavalier Pictures, Colburn Colburn and Michigan Meetings + 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 www.visitdetroit.com.



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