

For Immediate Release

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

Detroit, Mich. –Sterling Heights resident Matt Galat was honored as the Hotels Category Winner at last night's (Wednesday Sept. 23, 2015) Detroit Metro Convention & Visitors Bureau's Recognition of Service Excellence (ROSE) Awards. Galat, who is a gallery host at the Hyatt Place – Detroit/Utica was among more than 200 hospitality superstars that were recognized at the ceremony that took place at the Detroit Opera House.

Galat is committed to providing consistent excellent customer service with a smile. He has the ability to make customer's needs feel heard and important. He is hardworking, personable and passionate about his work.

On one occasion Galat's patience and attentiveness with two 2-year-olds and a nervous bride and bridesmaid made all the difference. When the guest called the front desk, Galat remembered that she was the bride-to-be, personally delivered drinks and silverware to her room and even returned later in the evening to bring the bride's son a glass of milk to help him fall asleep.

"Metro Detroit's hospitality community plays a huge part in the visitor experience of the 18 million people that come to the region each year," said DMCVB President & CEO Larry Alexander. "Individuals like Mr. Galat 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.

Galat 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.

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.



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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 visitdetroit.com.



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