

For Immediate Release

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

Detroit, Mich. –Farmington Hills resident Kathy Means-Lake was honored as the Transportation Category Winner at last night's (Wednesday Sept. 23, 2015) Detroit Metro Convention & Visitors Bureau's Recognition of Service Excellence (ROSE) Awards. Means-Lake, who works as a Customer Service Agent for Delta Air Lines, was among more than 200 hospitality superstars that were recognized at the ceremony that took place at the Detroit Opera House.

Mean-Lake has been with Delta for 25 years and served in the US Navy for four years. She is a big Detroit supporter and volunteers her time at community events. She does her work with a positive attitude and inspires others.

She works in Delta's Customer Resolutions office where she interacts with customers traveling with disabilities. On her own time she has partnered with the University of Michigan, Rehabilitation Institute of Michigan and Special Tree Rehabilitation. She provides airport tours to staff and patients so they can experience what it's like to travel with a disability. She also invites individuals with disabilities to the airport for lunch and learns to speak on awareness and do's and don'ts when assisting travelers with disabilities.

Her knowledge and compassion made a big difference during one customer's flight to Boston. A woman's disability was mistaken for being drunk so she was asked to leave the aircraft. Means-Lake stepped in, calmed the fears of the passenger and educated the crew so the woman was allowed back on board the plane.

"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. Means-Lake 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.



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Means-Lake received lunch with DMCVB president & CEO Larry Alexander, dinner for two, Detroit Tigers game tickets, the prestigious crystal ROSE Award and one dozen red roses.

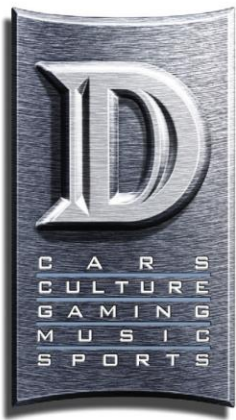
WXYZ's Glenda Lewis served as mistress of ceremonies for the evening, which included entertainment by Kurt J, Evelyn Renee and the Rodney Lamar Page Band.

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 visitdetroit.com.



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