

For Immediate Release

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Livonia Resident Honored at Detroit Metro CVB's 22nd Annual Recognition of Service Excellence (ROSE) Awards

Detroit, Mich. – Livonia resident Joe Scafero was honored as the Volunteers Category Winner at last night's (Wednesday, Aug. 24, 2016) Detroit Metro Convention & Visitors Bureau's Recognition of Service Excellence (ROSE) Awards. Scafero, who is an Airport Ambassador for the Wayne County Airport Authority, was among more than 200 hospitality superstars that were recognized at the ceremony that took place at the Detroit Institute of Arts.

Scafero has been a volunteer at the Wayne County Airport Authority for over 10 years now and has put in over 2,500 hours of service at the airport. In all six years of our program participating in President's Volunteer Service Award, he has earned a Silver award each year. He is always compassionate and professional to all the guest and in many instances have assisted people so they didn't miss their flight. He is one of those volunteers that you can always count on when you need help.

Scafero also trains new volunteers when needed, helps at special events for the airport, attends meeting, trainings and behind the scenes tours when available. In addition to all the volunteering he does with the airport, he is also a National Officer for the Michigan Region and National Council of Corvette Clubs and is the Region Membership Director for the Michigan Region, where he is responsible for more than 1000 members in Michigan within 16 clubs. He truly exemplifies a wonderful volunteer that goes above and beyond.

"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 Mr. Scafero 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.

Scafero received dinner for two at London Chop House, a \$100 Visa gift card, two Detroit Tigers game tickets, the prestigious crystal ROSE Award, one dozen red roses,

a bottle of champagne 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 Jeremy Ellis – Electronic Musician, Beth Griffith and DJ Kevin.

The event was sponsored by the Detroit Institute of Arts, Unite Here Detroit Local 24, the Detroit Tigers, Full View Productions, Wesley Berry Flowers, Cavalier Pictures, Don Graham and Joe's Gourmet Catering and 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.