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## Hospitality Rock Stars Honored at Detroit Metro CVB Annual Recognition of Service Excellence (ROSE) Awards

Detroit, Mich. – More than 100 hospitality rock stars in the metro Detroit hospitality industry were recognized for their exceptional service at the Recognition of Service Excellence (ROSE) Awards on Aug. 11 at The Fillmore Detroit.

The ROSE Awards is an annual event hosted by the Detroit Metro Convention & Visitors Bureau (DMCVB) to commend front line hospitality workers throughout the region that deliver outstanding customer service in their industry.

“The hospitality industry is an economic driver in Southeast Michigan and our ROSE Award nominees are a vital component in creating positive visitor experiences, so visitors will come back again and again,” said Larry Alexander, DMCVB President & CEO.

ROSE Award nominations were provided by supervisors, clients, guests and the general public. From the nominations, three finalists were chosen in each of six categories; Attractions and Casinos, Hotels, Restaurants, Transportation, Behind the Scenes and Volunteers. The hotel category had five finalists chosen due to the abundance of nominees. One Overall Service Champion was also chosen by a panel of experienced hospitality professionals.

This year’s category winners were: **Attractions and Casinos**, Shelley Godfrey, Total Rewards Clerk, Caesars Windsor; **Hotels**, Nasar Sayed, Senior Banquet Captain, The Dearborn Inn-A Marriott Hotel; **Restaurants**, Carrol Young, Server/Cook, Courtyard by Marriott-Southfield; **Transportation**, Toye Johnson, Valet Greeter, Metropolitan Parking Services; **Behind the Scenes**, Steve Herbert, Cook, Zazios; **Volunteers**, Tom Genova, Membership Chairman, Ford Piquette Avenue Plant/Model T Automotive Heritage Complex. Each category winner received a VIP lunch with Alexander, dinner for two at Texas de Brazil, a crystal award, one dozen red roses and Detroit Tigers tickets.

The **Overall Service Champion** was Michael Azoury, Signature Lounge Server at Motor City Casino Hotel. Azoury has a loyal following of guests that specifically request him, has used the Heimlich Maneuver to save guests lives, is extremely active in the Detroit community, and has been described as, “the perfect person that knows how to convert a group to a team, how to show and treat each and every guest that comes to his restaurant like they are kings and queens.” Azoury received two Delta Air Lines tickets for domestic travel, a VIP lunch with Alexander, a crystal award, two dozen red roses, \$200 spending money and an interview on WDIV’s morning show.



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Winners for each category were chosen based on a strict set of criteria including each finalist's customer service with clients and visitors, ability to solve problems effectively, workplace attitude, knowledge and expertise, letters and comments from visitors, volunteerism and community involvement as well as public vote and voter comments collected on the ROSE Awards website.

The evening's mistress of ceremonies was Rhonda Walker, weekday morning news anchor on WDIV Local 4 News. This year's ROSE Award sponsors were Delta Air Lines, the Detroit Tigers, The Fillmore Detroit, People's Transit, Texas de Brazil, WDIV and Wesley Berry Flowers.

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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 and as a film location 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. [www.visitdetroit.com](http://www.visitdetroit.com)*



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