

FOR IMMEDIATE RELEASE

Detroit Metro CVB Honors Sterling Heights Resident as Overall Service Champion at Annual Recognition of Service Excellence (ROSE) Awards

DETROIT (August 30, 2013)—Sterling Heights resident Dominic Agosta, Maintenance Technician II Plumber for the Detroit Zoological Society, was chosen from more than 150 of metro Detroit's most outstanding hospitality professionals as the Overall Service Champion for his exceptional service contributions at the Detroit Metro Convention & Visitors Bureau's (DMCVB) annual ROSE Awards on Wednesday, August 28 at the Detroit Institute of Arts.

Agosta, serving as the only plumber at the zoo, is faced with an enormous task. He manages and prioritizes his duties effectively and exhibits his extensive knowledge and extraordinary work ethic each day. Agosta is known and admired by peers and visitors for his positive attitude, treating all tasks with importance.

"With more than 20 million visitors to the metro area each year, the hospitality industry is a significant aspect of the local economy," said DMCVB President & CEO Larry Alexander. "The ROSE Awards allow the community a unique opportunity to thank and honor the men and women, like Mr. Agosta, dedicated to providing a positive experience to visitors of the region."

Established in 1994 by the DMCVB, the ROSE Awards is an annual event dedicated to honoring front-line hospitality workers throughout the region who work tirelessly to deliver outstanding customer service in their industry.

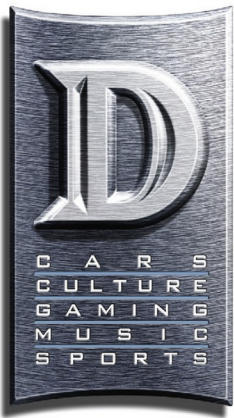
ROSE Award nominations were provided by clients, guests, supervisors and the general public. One winner in each of the six categories of: Attractions and Casinos, Behind the Scenes, Hotels, Restaurants, Transportation and Volunteers was chosen on a strict set of criteria including outstanding customer service, ability to problem solve effectively, workplace attitude, knowledge and expertise. Agosta was selected as the Overall Service Champion by a panel of expert hospitality professionals.

Agosta received a prize pack which included two domestic round trip tickets for US/Caribbean and Alaska provided by Delta Air Lines, lunch with Larry Alexander, DMCVB President and CEO, \$200 in spending money, four Detroit Tigers game tickets and fun money, one five hour excursion on an executive shuttle bus, an announcement in *Visit Detroit* magazine and on visitdetroit.com, two dozen roses and the prestigious crystal ROSE award.

WXYZ's JoAnne Purtan served as Mistress of Ceremonies for the evening which included entertainment by DJ Prevu and NUCLASSICA, performances by speed painter Dave Santia and more. ROSE Award sponsors included Delta Air Lines, People's Transit, Wesley Berry Flowers, Detroit Tigers and Cavalier Pictures.

About Detroit Metro Convention & Visitor Bureau

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



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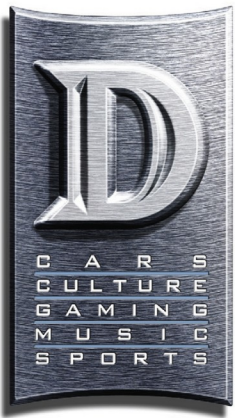
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job opportunities. More than 700 businesses are represented in the DMCVB's membership. The DMCVB was founded in 1896 as the world's first convention and visitors bureau. Visit www.visitdetroit.com.

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