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## **Detroit Resident Honored as Overall Service Champion at Detroit Metro CVB Annual Recognition of Service Excellence (ROSE) Awards**

Detroit, Mich. – Michael Azoury of Detroit was recognized as the 2011 Overall Recognition of Service Excellence (ROSE) Award Champion at the Detroit Metro Convention & Visitors Bureau's (DMCVB) ROSE Awards on August 11 at The Fillmore Detroit.

The ROSE Awards is an annual event hosted by the DMCVB to commend front line hospitality workers throughout the region that deliver outstanding customer service in their industry. This year more than 100 nominations were received.

Azoury, Signature Lounge Server at MotorCity Casino Hotel, has abundant acclaim from guests and coworkers alike. Customers constantly request Azoury specifically, wait until he is available and one guest said they even check Azoury's schedule so they can plan their visits around when he is working. His peers describe him as a team player that always upholds excellent customer service.

"Going the extra mile is why Michael has a loyal following that keeps our guests coming back," said Azoury's supervisor.

Azoury is known for looking out for others on the job, as well as in his personal life. On more than one occasion Azoury has stepped in to save a guest from choking by performing the Heimlich maneuver. He also gives back to the community by mentoring local Detroit youth, and by participating in fundraising efforts of the United Way, Leukemia Foundation and Cancer society.

Azoury's band also performs at fundraising events and has also made donations to Detroit-affiliated programs by designating a portion of proceeds from CD sales.

Azoury received two Delta Air Lines tickets for domestic travel, a VIP lunch with DMCVB President & CEO Larry Alexander, a crystal award, two dozen red roses, Detroit Tigers tickets with fun money to spend at Comerica Park, \$200 spending money and an interview on WDIV's morning show.

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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