

News Release

Contact: Scott Wintner (734) 955-3745
Michael Conway (734) 942-3558

Detroit Metro Airport Ambassador Named Winner of 2013 ROSE Award

--Exceptional hospitality in Metro Detroit celebrated at 19th annual event

DETROIT (Sept. 4, 2013)—**Detroit Metropolitan Airport (DTW)** Airport Ambassador volunteer **Bob FitzGerald** was crowned winner in the volunteer category of the **2013 Recognition of Service Excellence (ROSE) Awards**—Metro Detroit’s most prestigious honor for hospitality and customer service. DTW Airport Ambassadors **Sharon Kelly** and **Lorraine Weglarz** were also honored as the remaining two finalists for the volunteer category. Fourteen additional Airport Ambassadors from DTW were nominees at the celebrated ROSE Award program banquet at the **Detroit Institute of Arts** hosted by **Emmy Award**-winning reporter **Joanne Purtan**.

“Many times, the first impression visitors get of the Southeast Michigan area is created by our Airport Ambassadors,” said **Wayne County Airport Authority CEO Tom Naughton**. “Bob, Sharon, Lorraine, and the entire team of Airport Ambassadors do an exceptional job, and exemplify the very best of our region. Having all three finalists in the volunteer category being Airport Ambassadors truly shows how valuable the volunteer program is at DTW. Bob winning the esteemed ROSE Award makes us all proud.”

Presented annually by the **Detroit Metro Convention & Visitors Bureau (DMCVB)**, the ROSE Awards recognize stars in the Metro Detroit hospitality industry who provide unforgettable customer service. Nominations are made by the general public and/or a supervisor or a human resources manager. Each nominee is then included on a website where members of the public can vote for their top pick in each of six categories. Once public voting concludes, a panel of hospitality-industry judges chooses three finalists and a winner in each category based upon each finalist’s commitment to excellent customer service, longevity, endorsements by managers and co-workers, community service activities, communication skills, ability to handle problems effectively, attitude and workplace knowledge, and lasting impressions on guests and visitors.

At the ROSE Awards program, Bob, Sharon, and Lorraine were recognized as finalists for the ROSE Award by video presentations highlighting each nominee’s contributions to the Metro Detroit hospitality and service industry. Detroit Tigers game tickets and \$50 gift cards were given to each of the finalists, with Bob receiving additional gifts for winning the category.

The DTW Airport community was well represented with numerous nominees from the different service industries surrounding the airport. Among them, Gate Agent **Cindy Mamo**, from **Delta Air Lines**, brought home the ROSE Award in the transportation category.

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WCAA Airport Ambassadors can be found throughout Detroit Metro Airport providing information and assisting travelers at five different information booths. In 2012, 88 DTW Airport Ambassador volunteers provided 14,156 hours of volunteer service helping travelers, and promoting the Metro Detroit region to millions of people.

Detroit Metro Airport Ambassador ROSE Award Nominees

	<i>Hometown</i>
Bob FitzGerald**	Westland
Brenda Richard	Wyandotte
Dee Phillips	Wyandotte
Dianna Surowiec	Redford
George Sawyer	Redford Twp
Joe Scafero	Livonia
Joyce Shoup	Riverview
Kathy Rankin	Riverview
Lonnie Haines	Canton
Lori Scappaticci	Plymouth
Lorraine Weglarz*	Allen Park
Sally Henrikson	Northville
Sharon Kelly*	Trenton
Thomas Gacioch	Woodhaven
Tom Beyersdorf	Novi
Traci Sincock	Plymouth
Wes Henrikson	Northville

*Denotes Award Category Finalist

**Denotes Award Category Winner

To learn more about the Detroit Metropolitan Airport Ambassador program, please visit:

<http://www.metroairport.com/volunteer>

About Detroit Metropolitan Wayne County Airport

Having welcomed more than 32 million passengers in 2012, Detroit Metropolitan Wayne County Airport (DTW) is Michigan's busiest airport and one of the world's leading air transportation hubs. With service from 11 scheduled passenger airlines, DTW offers more than 1200 flights per day to and from nearly 150 destinations on four continents. In 2010, DTW ranked highest in overall customer satisfaction among large airports in the J.D. Power and Associates North America Airport Satisfaction Study. With two new, state-of-the-art passenger terminals, six jet runways, and an onsite AAA Four-Diamond Westin hotel, DTW is among the world's most efficient, customer friendly and operationally capable airports in North America. DTW is operated by **Wayne County Airport Authority**, which also operates nearby Willow Run Airport—an important corporate, cargo and general aviation facility. The Airport Authority is entirely self-sustaining and does not receive any tax dollars to support airport operations. For more information about Metro Detroit's airports, visit www.metroairport.com.

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