

# News Release

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

## **Detroit Metro Airport Ambassador Volunteers Honored as Finalists in 2012 ROSE Awards**

*--18<sup>th</sup> annual event celebrates the exceptional hospitality in Metro Detroit*

**DETROIT (Aug. 29, 2012)**—**Detroit Metropolitan Airport (DTW)** Airport Ambassador volunteers **Wesley Henrikson** and **Joe Scafero** each recently were named among three finalists in the volunteer category at the **2012 Recognition of Service Excellence (ROSE) Awards**—Metro Detroit’s most prestigious honor for hospitality and customer service. A total of twelve Airport Ambassador volunteers received nominations in this year’s ROSE Awards program, which culminated in a special ceremony and banquet last week at the Max M. Fisher Music Center in Detroit emceed by long-time Detroit journalist and TV news icon **Diana Lewis**.

“Detroit Metro Airport is our region’s welcome mat, so the first impression many visitors have of Southeast Michigan is in our hands,” said **Wayne County Airport Authority (WCAA) Interim CEO Tom Naughton**. “Wes, Joe and their entire team of Airport Ambassador volunteers epitomize the very best of our region, and the Airport community could not be more grateful for their generous donation of time and talent to welcoming our 32 million annual passengers.”

Presented annually by the **Detroit Metro Convention & Visitors Bureau (DMCVB)**, the **Recognition of Service Excellence (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.

During the ceremony, Wes and Joe were recognized as finalists with a video presentation detailing each of their nominations and their contributions to the Detroit service community. Although the third finalist in their category was ultimately named category winner, as finalists Wes and Joe each received a \$50 gift card and two tickets to an upcoming Detroit Tigers game.

Identifiable by their distinctive red vests, DTW Airport Ambassadors volunteers can be found throughout the Airport providing information to assist travelers along their journey to, from or through Metro Detroit. In 2011, 89 DTW Airport Ambassador volunteers provided 12,364 hours of service inside the airport terminals providing a wide variety of services and information ranging from a point in the right direction to connecting stranded and separated travelers with

(more)

their companions. **Travelers Aid Society of Metropolitan Detroit**, which has a long history of partnership with Detroit Metro Airport to provide volunteer-based assistance to airport customers dating back to the early 1900s, is currently contracted by WCAA to administer the Airport Ambassador program.

**For more information about becoming an Airport Ambassador volunteer at Detroit Metropolitan Airport, contact Fran Wood, Airport Volunteer Supervisor, at (313) 414-6456 or visit [www.metroairport.com/about/volunteer.asp](http://www.metroairport.com/about/volunteer.asp).**

*Detroit Metro Airport Ambassador 2012 ROSE Award Nominees*

<b>Nominee</b>	<b>Hometown</b>
Tom Beyersdorf	Novi
Wes Henrikson*	Northville
Sharon Kelly	Trenton
Ben Miller	Northville
Flora Murray	Livonia
Carol Oakley	Trenton
Elaine Percival	Romulus
Dee Phillips	Wyandotte
Kathleen Rankin	Riverview
Brenda Richard	Wyandotte
Joe Scafero*	Livonia
Dianna Surowiec	Redford

\* Denotes Award Category Finalists

*About Detroit Metropolitan Wayne County Airport*

Having welcomed more than 32 million passengers in 2011, **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 and three scheduled cargo carriers, 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](http://www.metroairport.com).