

## For Immediate Release

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### Wayne County Airport Authority Awarded for Service Excellence

Detroit, Mich. – The Wayne County Airport Authority (WCAA) was awarded the 2015 William F. McLaughlin Hospitality Award for Service Excellence at the Detroit Metro Convention & Visitors Bureau's 21st Annual Recognition of Service Excellence (ROSE) Awards at the Detroit Opera House on Wednesday, Sept. 23.

The Wayne County Airport Authority dominates their industry for teamwork, accountability, customer satisfaction metrics, diversity and ongoing learning and performance management. WCAA's culture of excellence has developed a national reputation for great performance and impressive service at **Detroit Metropolitan Airport**.

"The Wayne County Airport Authority has done an outstanding job in setting the standard for customer service at Detroit Metro Airport," said DMCVB President & CEO Larry Alexander "The WCAA's efforts to improve customer experiences exemplify the spirit of the McLaughlin Award and the DMCVB is proud to have them as a partner."

The WCAA was among six nominees that were up for the McLaughlin award and Tom Naughton, Chief Executive Officer, WCAA, accepted the award.

The McLaughlin Award was created in 2014 to honor businesses that stand out in the hospitality industry. It is the only award in the state of Michigan that honors customer service excellence in businesses. McLaughlin served as the DMCVB President for 15 years and created the ROSE Awards, a celebration of individuals in the hospitality industry that provide excellent customer service.

Along with the Wayne County Airport Authority, more than 200 hospitality stars were honored at this year's ROSE Awards.

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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 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. Visit [visitdetroit.com](http://visitdetroit.com).*



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