

NEWS RELEASE

Rockford Area Convention & Visitors Bureau



RACVB Recognizes Excellent Customer Service

IMMEDIATE RELEASE

June 11, 2012

ROCKFORD, IL — It's a great day in the Rockford Region, and the Rockford Area Convention & Visitors Bureau continues to recognize the people who make it great.

In February, the Rockford Area Convention & Visitors Bureau launched "It's a Great Day in Rockford", a three-part program that celebrates the people and places that make the Rockford region great. In addition to launching a radio show and blog, the CVB recognizes visitor industry employees who go above and beyond by providing excellent customer service. RACVB will present two awards each month to visitor industry employees – i.e., front desk staff at an attraction or hotel, wait staff, sales staff, cleaning staff – who take customer service to the next level.

"We are excited to continue to recognize those who provide outstanding service to our visitors," stated John Groh, RACVB president/CEO. "A happy customer will likely become a repeat customer. We want to celebrate the folks on the front lines that are making a difference and helping our guests have a positive experience."

It's A Great Day in Rockford Service Award winners for April and May were:

- Terri Davis, Radisson Hotel & Conference Center, Housekeeping Supervisor
- Carolina Ruldacaba, Radisson Hotel & Conference Center, Housekeeping Supervisor
- Emily Plumb, Holiday Inn Express, Front Desk Staff
- Tina Sumner, Holiday Inn Express, Front Desk Staff
- Andy Conway, Holiday Inn Express, Front Desk Staff

Area residents are invited to submit nominations: Have you experienced excellent service? Were you "wowed" by someone going the extra mile? If so, send an email to Monica Krysztopa, RACVB vice president at mkrysztopa@gorockford.com or call 815.963.8111.

RACVB is a private, non-profit organization established in 1984 to champion efforts to promote the Rockford Region as an overnight visitor destination. The RACVB adds wealth to the region's economy by investing in marketing programs that grow tourism.
www.gorockford.com

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FOR MORE INFORMATION:

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