

NEWS RELEASE

Rockford Area Convention & Visitors Bureau



RACVB Recognizes Excellent Customer Service *June and July winners announced*

IMMEDIATE RELEASE

August 9, 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.

Each month RACVB recognizes visitor industry employees who go above and beyond by providing excellent customer service. RACVB presents 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.

“Great customer service can take an average experience and make it exceptional. We want to recognize those industry employees who go out of their way to make that difference,” stated John Groh, RACVB president/CEO.

It's A Great Day in Rockford Service Award winners for June and July were:

- Anthony DiTullio/Owner, DiTullio's
- Sinuhe Pena/Manager, Egg Harbor Café
- Olga Cuevas/Housekeeping, Residence Inn
- Marianne Larson/Manager, Sportscore One, Rockford Park District

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.

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FOR MORE INFORMATION:

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