

# NEWS RELEASE

Rockford Area Convention & Visitors Bureau



## RACVB Recognizes Excellent Customer Service *Individuals Receive Awards for Outstanding Service in Hospitality*

IMMEDIATE RELEASE

March 5, 2014

**ROCKFORD, IL** — The Rockford Area Convention & Visitors Bureau continues to recognize people within the region that make it a great day in Rockford. Each month two awards are given to individuals or businesses that have directly impacted the visitor industry with exceptional customer service.

Local individuals or businesses from around the Rockford Region are hand-selected by RACVB staff or other individuals within the community that nominate them. Nominees can be anyone from a public official, community leader, concerned citizen, volunteer, or locally-run business that works to improve the region by setting a positive example for others.

"Good customer service is expected, but exceptional customer service is what leaves that lasting impression. Our community is full of hard-working folks who exceed expectations because they choose to, not because they have to. This award is our way of saying 'thank you' for a job well done," stated Bridget French, Director of Marketing & Public Affairs.

It's A Great Day in Rockford Service Award winners for January and February 2014 are:

### January

Heartland Volunteers

Lee Erickson

Jordan Chance

Nick Ethimiou

Ben Hunter

Ova Parr

John Taphorn

Brent Hayes

Meghan O'Kelly

Alison Leslie

Julia Valdez

Joseph Vettore

Brad Martin

Rob Warren

Jenny Caiozzo

Creig Day

Josh Peigh

Mike Craig & Jill Ellis-Craig

Matthew Ellingson

Heartland Community Church

Life Church

Luxe Productions

Uncle Nick's

Woodward, Inc.

Power Road Auto Body

PNC Plaza

SVL Productions

All State Insurance

Broadway Florist

City of Rockford

Butitta Corp.

Lighting Engineers

Northeast Christian Church

Rockford Area Convention & Visitors Bureau

Heartland Community Church

Heartland Community Church

All State Insurance

All State Insurance

### February

Major Robert McClintock

Sarah Bursley McNamara

Salvation Army

Rockford Art Museum

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**Area residents are invited to submit nominations:** Have you experienced excellent service? Were you impressed by someone going the extra mile? If so, send an email to Andrea Mandala, RACVB Marketing & Communications Manager, at [amandala@gorockford.com](mailto:amandala@gorockford.com) or call 815.489.1664.

*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](http://www.gorockford.com)*

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**FOR MORE INFORMATION:**

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