

# NEWS RELEASE

Rockford Area Convention & Visitors Bureau



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

**IMMEDIATE RELEASE**

**April 24, 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 chosen by RACVB staff or other individuals within the community that nominate them. Nominees are those who provide exceptional customer service within the hospitality industry.

"As we continue to grow the tourism industry within the Rockford Region, we look to the people in our community to help create a positive experience for visitors. The Great Day in Rockford award is our way of thanking the individuals and businesses that understand the importance of going the extra mile to provide exceptional customer service," states Bridget French, Director of Marketing & Public Affairs.

It's A Great Day in Rockford Service Award winners for March 2014:

- Judy and Dave Bieck, owners of Candle Crest Soy Candles
- Chris Wachowiak, owner of Kryptonite Bar

It's A Great Day in Rockford Service Award winners for April 2014:

- Wired Café
- Chad Bryden, Director of Sales & Marketing at Cliffbreakers Riverside Resort

**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**. You can also fill out a nomination form at [gorockford.com/media-room/great-day-award](http://gorockford.com/media-room/great-day-award).

*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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