OUR MISSION:
The Bloomington Convention & Visitors Bureau is the marketing arm for the City of Bloomington and aggressively markets Bloomington, Mall of America®, area attractions and the surrounding communities to visitors around the world. Bloomington is a premier destination for meetings, conventions and tourism.

23RD ANNUAL BLOOMINGTON DIAMOND SERVICE AWARDS
Providing outstanding customer service is key to ensuring repeat business and growth for Bloomington’s hospitality industries.

The Bloomington Diamond Service Awards are produced by the Bloomington Convention & Visitors Bureau, in partnership with industry representatives.

We salute outstanding customer service employees in tourism, hospitality and retail industries, and celebrate those who enhance Bloomington’s reputation as a friendly, world-class visitor destination.

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BloomingtonMN.org

BloomingtonMinnesota
#DSA2019 @BloomingtonCVB #BloomingtonMN

BLOOMINGTON DIAMOND SERVICE AWARDS

Congratulations TO THIS YEAR’S RECIPIENTS!

Kaleigh Carlin • Best Hospitality Administration (Hotel)
Hilton Minneapolis/Bloomington

FINALISTS: Maya Mora-Jennings • Minneapolis Airport Marriott
Ryan Scanlon • Radisson Blu Mall of America
Samantha Schirmers • Country Inn & Suites Bloomington
Ka’Nesha Van Buren • Country Inn & Suites Bloomington

Conrad Simmons • Best Hospitality Administration (Other)
Chick-fil-A, Mall of America

FINALISTS: Justin Hughes • SEA LIFE® Minnesota Aquarium
Miranda Jama • Crayola Experience
Erica Williams • Mall of America

Chuthamas Holewa • Best Guest Relations Personnel
DoubleTree Bloomington South & Hyatt Regency Bloomington

FINALISTS: John “Rex” Gould • SEA LIFE Minnesota Aquarium
Indira Hope • DoubleTree Bloomington South
Kayla Merta • Renaissance Bloomington Hotel
Ben Pourier • JW Marriott Minneapolis Mall of America

Teransc Phillip • Best Bartender
Minneapolis Airport Marriott

FINALISTS: Hannah Baker • Hyatt Regency Bloomington
Kristy Grunklee • AC Hotel Bloomington
Norm Kimball • Hyatt Regency Bloomington
Jessica Thorn • Hard Rock Café

Brandon Olson • Best Banquet/Catering Personnel
Radisson Blu Mall of America

FINALISTS: Simeon Escobar • Minneapolis Airport Marriott
Armando Monroy • Radisson Blu Mall of America
Francisco Sanchez Rubio • Minneapolis Airport Marriott
Luís Tapiá • DoubleTree Bloomington South

Emily Evans • Best Hotel Guest Services (Limited Service)
TownePlace Suites, Mall of America

FINALISTS: Austin Blayer • AC Hotel Bloomington
Devonce Brown • Country Inn & Suites Bloomington
Pierre Curd • Country Inn & Suites Bloomington
Carlie Lange • TownePlace Suites, Mall of America

Kevin Brown • Best Hotel Guest Services (Full Service)
Hilton Minneapolis/St. Paul Airport

FINALISTS: Khai Jia Chong • Radisson Blu Mall of America
Nikohl Marrero • Hilton Minneapolis/St. Paul Airport
Mariel Serojales • Hilton Minneapolis/Bloomington
Melissa Tasiro • Radisson Blu Mall of America

Maria Artola • Best Housekeeping Personnel (Limited Service)
Courtyard Bloomington

FINALISTS: Maria Aragon • AC Hotel Bloomington
Antonia Martinez • Holiday Inn Express Bloomington West
Marcelina “Arcelly” Prudencia de Sibrian • Country Inn & Suites Bloomington
Rohanie Sook • Homewood Suites Mall of America

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Thank You

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FINALISTS: Cristian “Herme” Balla • Embassy Suites Bloomington
Ngoc Pham • Hilton Minneapolis/Bloomington
Norma Ruiz • Embassy Suites Bloomington
Adela Salvador Cruz • Hilton Minneapolis/Bloomington

FINALISTS: Megan Jankord • Hazelwood Food and Drink
Brandyn Lewis • American Girl
Bayley Parotti • Chick-Fil-A, Bloomington
Kelsey Stensland • Cowboy Jack’s, Southtown

FINALISTS: Cheryl Fischer • Minneapolis Airport Marriott
Carmela Hemze • Hilton Minneapolis/St. Paul Airport
Juan Ruben Lopez Melo • Sheraton Bloomington Hotel
Megan Tesmer • Hilton Minneapolis/St. Paul Airport

FINALISTS: Maria Bonete-Lema • JW Marriott Minneapolis Mall of America
Elfrain Nunez • Hazelwood Food and Drink
Willie Robinson • Radisson Blu Mall of America

FINALISTS: Adolfo Cruz • Holiday Inn Express Bloomington West
Aclema Eggert • Country Inn & Suites Bloomington
Maria Gutierrez Barraza • Sheraton Bloomington Hotel
Marta Hernandez • TownePlace Suites, Mall of America

FINALISTS: Eduardo Hernandez-Morales • Nickelodeon Universe®
Sampaguita Pineda • Hard Rock Café
Margarett Ponce • Hazelwood Food and Drink
Joshua Taylor • Hard Rock Café

FINALISTS: Billy Miller • Home2 Suites Bloomington
Chandler Murray • Hilton Minneapolis/St. Paul Airport
Jacob Rhodes • Hilton Minneapolis/Bloomington
Ismael Zavala • Holiday Inn Express Bloomington West

FINALISTS: TJ Anderson • Sheraton Bloomington Hotel
Ryan Foxt • SEA LIFE Minnesota Aquarium
David McDowell • Hilton Minneapolis/Bloomington
Sarkan Salih • AC Hotel Bloomington

FINALISTS: Caityana Hanson • Crayola Experience
Fatuma Mahad • Macy’s
Emma Peterson • American Girl
Arthur Tanksley • Great Wolf Lodge