



OUR MISSION:

The Bloomington Convention and Visitors Bureau is the destination marketing organization for the city of Bloomington and inspires travelers to visit Bloomington, Mall of America, hotels, area attractions, and the surrounding communities. Bloomington is the home of the nation's largest retail and entertainment complex, Mall of America, and is a premier destination for meetings, conventions, and tourism.

25th 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 and 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.


CONTACT INFORMATION:

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CONGRATULATIONS

to this year's recipients!



ZACH GUBLER • BEST HOSPITALITY ADMINISTRATION

SEA LIFE at Mall of America

FINALISTS: Sarah Crowley • JW Marriott Minneapolis Mall of America
Gina D'Agostino • JW Marriott Minneapolis Mall of America
Amber Dowdell • Embassy Suites by Hilton Minneapolis Airport
Danielle Norring • Radisson Blu Mall of America



MICHAEL FUELL • BEST GUEST RELATIONS PERSONNEL

Great Wolf Lodge

FINALISTS: Sam Aanestad • Great Wolf Lodge
Melissa Pumper • Radisson Blu Mall of America
Joe Reese • SEA LIFE at Mall of America
Vida Safo • Great Wolf Lodge



GABRIELLA AUGUILAR • BEST RESTAURANT PERSONNEL

Hazelwood Food + Drink

FINALISTS: Tara Cole • Pizza Novaro
Felipe Secundino • Cantina Laredo



NORMA MORENO • BEST BANQUET/CATERING PERSONNEL

Radisson Blu Mall of America

FINALISTS: Ramsey Ferguson • Hilton Minneapolis/Bloomington
Jessica Kerns • Radisson Blu Mall of America
Eric Lavold • Hyatt Regency Bloomington
Judy Nieto • Hilton Minneapolis-St. Paul Airport



PIERRE CURD • BEST HOTEL GUEST SERVICES (LIMITED SERVICE)

Country Inn & Suites by Radisson Bloomington/Park Plaza Mall of America

FINALISTS: AJ Hernandez • TownePlace Suites Minneapolis Mall of America
Alicia Morales • Hilton Garden Inn Mall of America
Jessica Sanchez • Courtyard by Marriott Bloomington by Mall of America
Ellie Jennifer Satoh • TownePlace Suites Minneapolis Mall of America



DWAYNE OWENS • BEST HOTEL GUEST SERVICES (FULL SERVICE)

Radisson Blu Mall of America

FINALISTS: Chaltu Berenton • Sheraton Bloomington Hotel
Cole Cadiz • Embassy Suites by Hilton Minneapolis Airport
Haley Palmer • Renaissance Minneapolis Bloomington Hotel
Sharmin Saigo • Hilton Minneapolis-St. Paul Airport



ALBERTO SALDANA QUEVEDO • BEST HOUSEKEEPING PERSONNEL (LIMITED SERVICE)

Hyatt Place Minneapolis Airport-South

FINALISTS: Esther Adeniran • Hyatt Place Minneapolis Airport-South
Elias Escobar • Tru by Hilton/Home2 Suites
Vilma Medina • Residence Inn by Marriott Bloomington
Carrie Poepping • Country Inn & Suites by Radisson Bloomington/
Park Plaza Mall of America

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BEVERAGE

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PHUONG LAM • BEST HOUSEKEEPING PERSONNEL (FULL SERVICE)

Hilton Minneapolis/Bloomington

FINALISTS: Indranie Jaddunath • Doubletree by Hilton Bloomington
Jessica Kaiser • Radisson Blu Mall of America
Pam Keene • Radisson Blu Mall of America
James Yates • JW Marriott Minneapolis Mall of America



GARY LAWLESS • BEST BUS/DISHWASHER

Marriott Minneapolis Airport



JUAN ROBLES • BEST HOTEL RESTAURANT PERSONNEL

Radisson Blu Mall of America

FINALISTS: Adel Barbouche • Sheraton Bloomington Hotel
Beatriz Guallpa • Tru by Hilton/Home2 Suites
Robyn Kelly • Hilton Minneapolis/Bloomington
Bijjana Saad • Doubletree by Hilton Bloomington
William Wandzel • JW Marriott Minneapolis Mall of America



JOSE ROJAS • BEST FOOD PRODUCTION PERSONNEL

Hilton Minneapolis/Bloomington

FINALISTS: Viola Barrientez • Country Inn & Suites by Radisson Bloomington/
Park Plaza Mall of America
Nancer Bonkat • Nickelodeon Universe
Aclema Eggert • Country Inn & Suites by Radisson Bloomington/
Park Plaza Mall of America
Andres Sosa • Residence Inn by Marriott Bloomington



GARY KLOUDA • BEST TRANSPORTATION PERSONNEL

Doubletree by Hilton Bloomington

FINALISTS: Alex Akuloff • Tru by Hilton/Home2 Suites
Tim Goetz • Hyatt Place Minneapolis Airport-South
Mark Lokowich • Embassy Suites by Hilton Minneapolis Airport
Bashir Mahamud • Tru by Hilton/Home2 Suites



TIM PALM • BEST ENGINEER/MAINTENANCE PERSONNEL

Doubletree by Hilton Bloomington

FINALISTS: Joe Austin • Nickelodeon Universe
Manuel Guallpa • Tru by Hilton/Home2 Suites
Robert Niznik • Embassy Suites by Hilton Minneapolis Airport
Tom Wuest • JW Marriott Minneapolis Mall of America



JALON GILBERT • BEST RETAIL PERSONNEL

Great Wolf Lodge

FINALISTS: Stacy Ruiz • Crayola Experience
De-lajah Voss-Burt • SEA LIFE at Mall of America



LINDSEY MERTEN • BEST BARTENDER

Hazelwood Food + Drink

FINALISTS: Santiago Bravo • Cantina Laredo
Benjamin Galindo • Hyatt Regency Bloomington
Erica LeRoux • Applebee's Grill + Bar Lyndale
Kenneth Ross • AC Hotel Bloomington