

Bloomington Diamond Service Awards Gala

FEBRUARY 9, 2014

A Celebration of Those
Who Make Bloomington
a World-Class Destination



Saluting excellence in customer service





Our Mission:

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

18th 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:

Bloomington Convention & Visitors Bureau
7900 International Drive, Suite 990
Bloomington, MN 55425

952-858-8500
800-346-4289

BloomingtonMN.org



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Patti Ehreshmann • Best Bartender
Woolley's Restaurant

FINALISTS: Cassy Carlson • Dick's Last Resort Mall of America
Eden Caswell-Gapinski • Hilton Minneapolis/St. Paul Airport
Josh Shields • Courtyard Minneapolis Bloomington
Samantha Spinler • Radisson Blu Mall of America



Carlton Harris • Best Busser/Dishwasher
Hilton Garden Inn Minneapolis Bloomington

FINALISTS: Victor Benitez • Hilton Garden Inn Minneapolis Bloomington
Yared Lemma • Crowne Plaza MSP Airport Mall of America
Lucina Perez • Famous Dave's Bar-B-Que Mall of America
Jketa Williams • Crowne Plaza Bloomington



Sabino Rivera • Best Engineer/Maintenance Personnel
Crowne Plaza Bloomington

FINALISTS: Robert Cespedes • Radisson Hotel Bloomington by Mall of America
Jamie Garcia • Hilton Minneapolis/Bloomington Hotel
Tyler Kisner • Minneapolis Airport Marriott
Wayne Matula • DoubleTree by Hilton Bloomington-Minneapolis South



Steven Green • Best Food Production Personnel
Minneapolis Airport Marriott

FINALISTS: Naino Dookie • Country Inn & Suites at Mall of America
Maria Gutierrez Barraza • Sheraton Bloomington Hotel
Patrice Lee • Crowne Plaza MSP Airport Mall of America
Jonathan Prudoehl • Radisson Hotel Bloomington by Mall of America



Meighan Sorenson • Best Guest Relations
Holiday Inn Bloomington Airport South

FINALISTS: Michele Hoffbeck • Hilton Minneapolis St. Paul Airport
Claudia Kalai • Hilton Minneapolis St. Paul Airport
Elissa Marty • Homewood Suites by Hilton Minneapolis Mall of America
Emerald Swearingen • Theatres at Mall of America™



Peggy Holznagel • Best Heart of the House Personnel
Nickelodeon Universe®

FINALISTS: Jason Barker • SEA LIFE® Minnesota Aquarium
Tadele Ayana • Crowne Plaza MSP Airport/Mall of America
Rosemary Gougoutris • Mall of America® Guest Services
Matthew Kinney • Water Park of America



Kaylee Schneider • Best Hospitality Administration
Residence Inn Minneapolis/Bloomington

FINALISTS: Alexandra Cummings • Hilton Minneapolis/Bloomington Hotel
Andrea Heussner • Hilton Minneapolis/Bloomington Hotel
Michelle Knudsen • Radisson Hotel Bloomington by Mall of America
Jon Lobeck • Crowne Plaza MSP Airport Mall of America



Laura Gomez • Best Host/Hostess
Woolley's Restaurant

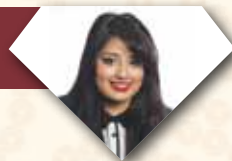
FINALISTS: Katie Grinnell • Woolley's Restaurant
Leah Mann • Cowboy Jack's Bloomington
Kiaya Pajak • Radisson Hotel Bloomington by Mall of America
Sammy Sadeh • Sheraton Bloomington Hotel



Jeremy Jahn • Best Hotel Reservations/Guest Services (Full Service)
Radisson Blu Mall of America

FINALISTS: Rheana Lee • Minneapolis Airport Marriott
Tyrone Strong • Crowne Plaza Bloomington
Michelle Tovsen • Crowne Plaza MSP Airport Mall of America
Roberta Schult • Embassy Suites Bloomington

Dulce Camacho • Best Hotel Reservations/Guest Services (Limited Service)
Homewood Suites by Hilton Minneapolis Mall of America



FINALISTS: Kiana Braga • Hilton Garden Inn Minneapolis Bloomington
Phil Current • Comfort Inn Airport
Johnathan Jackson • Country Inn & Suites at Mall of America
Tina Rupe • Homewood Suites by Hilton Minneapolis Mall of America

Yalay Cintero • Best Hotel/Housekeeping Personnel (Full Service)
Crowne Plaza MSP Airport Mall of America



FINALISTS: Jackie Espino • Crowne Plaza MSP Airport Mall of America
Deborah Henry • Hilton Minneapolis Bloomington Hotel
Donald Post • Crowne Plaza MSP Airport Mall of America
Alejandra Rocha • Hilton Minneapolis/St. Paul Airport

Carmen Merchan • Best Hotel/Housekeeping Personnel (Limited Service)
Hyatt Place Minneapolis Airport-South



FINALISTS: Laura Lopez • Hyatt Place Minneapolis Airport-South
Marcelina Luke • Country Inn & Suites at Mall of America
Keyla Rivera • Hilton Garden Inn Minneapolis Bloomington
Carrie Poepping • Country Inn & Suites at Mall of America

Nicole Norton • Best Retail Sales Associate
American Girl Mall of America



FINALISTS: Mary Halvorson • American Girl Mall of America
MaryKay Kelley • St. Croix Airport Retail
Laura Polzin • Bubba Gump Shrimp Co.
Julie Sanneman • American Girl Mall of America

Kelly Ekerholm • Best Server, Banquet/Catering
Hilton Minneapolis/Bloomington Hotel



FINALISTS: Pat Fornshell • DoubleTree by Hilton Bloomington-Minneapolis South
Tami Swanson • Radisson Blu Mall of America
Tara Hester • Cowboy Jack's Bloomington
Ann Marolt • Courtyard Minneapolis Bloomington

Sue Miller • Best Server, Hotel Restaurant
Woolley's Restaurant



FINALISTS: Julie Feltrin • Woolley's Restaurant
Sheila Kruse • Minneapolis Airport Marriott
Tammy Lamm • Hilton Garden Inn Minneapolis Bloomington
Greg Rousseau • Radisson Blu Mall of America

Tom Grether • Best Server, Restaurant
Dick's Last Resort Mall of America



FINALISTS: Amy Bedeaux • Cowboy Jack's Bloomington
Melissa Mrozek • Cowboy Jack's Bloomington
Russell Petersen • Napa Valley Grille Mall of America
Daniel Talbot • Nordstrom Marketplace Cafe

Pat Logan • Best Valet/Driver
Crowne Plaza Bloomington



FINALISTS: Tom Herlya • Minneapolis Airport Marriott
Michael Mandli • Hilton Minneapolis/Bloomington Hotel
Todd Moore • Holiday Inn Express & Suites Minneapolis Airport-Mall of America
Steve Scholl • Minneapolis Airport Marriott

Thank You

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DIAMOND SPONSORS

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Kokomo's Island Café Mall of America
Radisson Hotel Bloomington by Mall of America
Sons of Norway
St. Croix Promotions & Retail, Inc.
U.S. Bank



2014 Hospitality Hall of Fame

The Diamond Service Awards committee is pleased to announce the 2014 induction to the Diamond Service Hospitality Hall of Fame, honoring commitment and longevity in the tourism and hospitality industry in Bloomington.

Linda Fleming

Quality Inn & Suites Airport
Executive Housekeeper
24 Years of Service

Terry Jagow

DoubleTree by Hilton
Bloomington-Minneapolis South
Banquet Chef
29 Years of Service



David Fong's • Spirit of Hospitality Award

The Spirit of Hospitality Award is presented to an individual or company who has made a significant contribution to the travel and hospitality industry. This award embodies the spirit of commitment to the success and future of Minnesota and Bloomington as elite visitor destinations. Congratulations to the David Fong family, the recipients of this year's Spirit of Hospitality Award.



In 1958, David Fong and his wife, Helen, opened a four-item takeout restaurant in a 600-square-foot space in Bloomington. By 1966 they had outgrown it, and moved to their current location on Lyndale Avenue, expanding into a full service restaurant serving Chinese and American-style cuisine. The building, which was built by the family, contains two bars, a dining room, takeout area and banquet facilities. All six of the couple's children have worked in the restaurant at one point or another, and after retirement, the business was passed on to their eldest son, Ed, who runs the restaurant today.

Over the course of more than 50 years, David Fong's has established itself as an integral part of the community and has become a hospitality landmark. They have employees that have worked with them for decades, and customers who have been coming in for generations. They've been the recipient of numerous awards, including those for best Chinese restaurant and best community restaurant. In addition to their everyday service, the family supports the area through donations to local charities, offering meeting space to civic groups and fundraisers. The restaurant has also sponsored many youth athletic teams and organizations. Ed believes that when good fortune comes to you, sharing good fortune with those who got you there will perpetuate success.



Bloomington, MN Proud Presenter of the Diamond Service Awards

The Bloomington Diamond Service Awards represent our gratitude for individuals who invariably ensure business and growth for the Bloomington hospitality industry. We thank you all for the continued support to make Bloomington a premier visitor destination!

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