



DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY

News Release

Media contacts:
Brian Lassaline 734-247-7274
Erica Donerson 734-247-2792

Detroit Metro Airport team recognized at 2016 ROSE Awards

-- Airport Ambassador receives top honor for outstanding service to DTW customers

DETROIT (August 25, 2016) – Detroit Metropolitan Airport (DTW) employees and volunteers were among the honorees at the Detroit Metro Convention & Visitors Bureau’s 22nd Annual Recognition of Service Excellence (ROSE) Awards Wednesday night. The event honors those who have demonstrated the highest of standards in customer service. The Wayne County Airport Authority, which operates Detroit Metropolitan Airport and Willow Run Airport, was honored to have 33 nominees, including one winner. Airport Ambassador Joe Scafero received the top prize in the Volunteers Category.

“A key part of any airport's success is the quality of its customer service. Our ROSE Award nominees understand that,” said Airport Authority CEO Thomas Naughton. “At DTW, we are lucky to have an entire team of committed employees and volunteers—our Airport Ambassadors—who recognize how important our customers are and who strive to exceed their expectations.”

Scafero began volunteering as an Airport Ambassador more than 10 years ago and has provided over 2,500 hours of service to DTW and its customers. In all six years the Airport Authority has participated in the President’s Volunteer Service Award program, Joe has earned a Silver award each year. He is known for being compassionate, dependable, professional and determined to help travelers make their flights. While Scafero was the only winner in the ROSE Awards Volunteers Category, 25 additional Airport Ambassadors were nominated. A total of four were finalists for the honor, including Scafero; they are Karen Andrusiak, Sharon Kelly and Carol Oakley.

For the first time, Airport Authority employees were nominated this year, seven in all. Jason Wade, a manager in the Landside Services Department, was recognized as a finalist in the Transportation Category. Landside Services is responsible for the administration of all parking operations; the Commercial Vehicle Access Program, including taxis, busses and car rental shuttles; and all airport-provided shuttle services.

“We’re especially proud of Jason and Joe,” Naughton said. “They always go the extra mile to help our customers.”

Detroit Metropolitan Airport is looking for more dedicated and caring volunteers. For information about the program, visit metroairport.com/volunteer or send an email to AirportAmbassador@wcaa.us.

During last year’s ROSE Awards, Detroit Metropolitan Airport received the William F. McLaughlin Hospitality Award for Service Excellence. It’s the only award in the state of Michigan that honors customer service excellence in businesses.

Detroit Metropolitan Wayne County Airport (DTW) welcomed more than 33 million passengers in 2015 and is one of the world’s leading air transportation hubs. With service from 13 scheduled passenger airlines, Michigan’s largest airport offers more than 1,100 flights per day to and from more than 140 non-stop destinations on four continents. With two award-winning passenger terminals, six jet runways, and an onsite AAA Four-Diamond Westin Hotel, DTW is among the world’s most efficient, customer friendly and operationally capable airports in North America. DTW is operated by Wayne County Airport Authority, which also operates nearby Willow Run Airport – an important corporate, cargo and general aviation facility. The Airport Authority is entirely self-sustaining and does not receive tax dollars to support airport operations. Visit www.metroairport.com for more information.

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