**2018 HOSPITALITY AWARD WINNERS**

**LEGENDARY SERVICE AWARDS (16)**

Of all of the awards, the awards for legendary service, 25 years or more, are often the most inspiring. The award was renamed The Bob Klein Legendary Service Award several years ago in honor of the General Manager of the Holiday Inn National Airport who was instrumental in creating this program and its success for the first five years. The following are this year’s Legendary Service Award Winners:

Our first Legendary Service Award winner has worked at this hotel for the last 25 years doing whatever it takes to make the guests happy and satisfied. As a club level concierge, she comes in contact with many high profile guests who have high expectations. She works to ensure that their needs are met, doing an outstanding job. Words like friendly, knowledgeable, team-player, engaged, organized, and goes above and beyond can be used to describe her. There have been many occasions she has helped create guests for life. On one occasion, she learned of a couple celebrating their 40th wedding anniversary. She contacted the pastry chef and was able to provide them with an unexpected delight. She did not stop there. She shared this information with others in the hotel and was able to get a special rose petal turndown in the room along with a bottle of champagne. She also had a card signed from many of the ladies and gentleman in the hotel wishing the couple a happy anniversary. It is small gestures like this that she does every day instinctively for guests that makes her an extremely valuable asset. The Arlington Chamber of Commerce is proud to name ***Mulu Mengesha*** of the **The Ritz-Carlton Pentagon City** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner has been a housekeeper superstar and well known friendly face around the hotel. For 25 years, she has covered many shifts throughout the years providing outstanding service. She has received multiple Housekeeper of the Month awards at the hotel that reflect her hard work. The Arlington Chamber of Commerce is proud to name ***Marilia Morales*** of the **Holiday Inn Rosslyn** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner has shown commitment to guests and her fellow coworkers through her daily actions the last 28 years. She is frequently volunteering to assist in multiple capacities within the hotel, while excelling in her current position of Housekeeper. She often assists the team with accommodating guest’s requests. Recently, she went into a room and noticed the guest went to lay down after opening the door. She asked if the guest was feeling alright, and if she needed something to drink. The guest confirmed she wasn’t feeling well and she would love some tea but only saw black tea in the room when she only drinks decaf. This winner then went to the cafeteria and obtained some decaf tea. She also added some honey and lemon for the guest for an additional touch. She took everything to the guest’s room and also took some bottles of water. The next day she went to check on the guest who was feeling much better and they were very appreciative of her going above and beyond. With her actions, she exemplifies a “Spirit to Serve” all of the guests. Her continued passion for service is remarkable and appreciated by the hotel. The Arlington Chamber of Commerce is proud to name ***Theresa Deloatch*** of the **Crystal Gateway Marriott** a 2018 Bob Klein Legendary Service Award winner.

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After 28 years, our next Legendary Service Award winner, fondly known to her peers and repeat guests as “Mama Maria”, has always been recognized as a professional with exceptional hospitality skills. She is constantly being requested by meeting planners to be the server for their group events. She has been described as extremely flexible and accommodating. Due to her expert knowledge and skills, she is able to successfully accommodate every type of job and guest need. Recently, when one of the meeting planners was not feeling well, she noticed and surprised them by bringing her a cup of tea with honey. She remembered this preference from past events. Groups coming to the hotel provide an important source of revenue for the success of the hotel. The care and service “Mama Maria” provides to these guests, who ask for her by name, makes her an extremely valuable asset to the hotel and a respected and loved associate by her fellow coworkers. The Arlington Chamber of Commerce is proud to name ***Maria Mejia*** of the **Crystal Gateway Marriott** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner has been in the hospitality industry for 28 years, bringing smiles through her food. She happily greets guests and ensures they are having a great breakfast each and every day. She creates relationships with her guests and they remember her for years. She is often mentioned by guests in the hotel’s guest satisfaction survey and even gets many holiday cards from guests each year because of the relationships she has built. She has also received Key Player of the Month last September and many “Spirit to Serve” awards for outstanding guest service. The Arlington Chamber of Commerce is proud to name ***Martha Zarceno*** of the **Key Bridge Marriott** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner is true to her nickname “Sunshine” with 28 years of service. Her positive outlook is contagious and creates a great work environment. She is the go-to person for all hosts. She is always ready to help and take action on whatever challenges that come her way without hesitation. She was a great help in the engineering department and took the lead on taking care of the invoices when a manager was on emergency leave. She is also creative and resourceful. She assists in enhancing the buffet and meeting rooms to wow the guests. She always keeps herself productive and when not busy, she will try to work on a new project be it maintenance or upkeep or service improvements. The Arlington Chamber of Commerce is proud to name ***Tsehainesh “Sunshine” Bellai*** of the **Crystal City Marriott** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner has a spirit to serve, demonstrating his commitment, dedication and hard work for the past 29 years. He never has a bad day is always upbeat and happy. In his 29 years he has never called out sick. He does whatever is asked of him and never complains. He is always willing to help out when he is needed. The Arlington Chamber of Commerce is proud to name ***Felix Adeyi*** of the **Holiday Inn Arlington at Ballston** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner is a woman who has been an excellent housekeeper for 29.5 years. She has dedicated herself to providing the best service possible to guests. One day, as she was making her regular rounds, she encountered a guest on her floor with an injury who did not want service due to the injury. Right away she went to get ice for the guest without being asked. She brought the guest ice every morning during their stay. The guest was extremely impressed and happy with how caring and attentive she was during her stay. The Arlington Chamber of Commerce is proud to name ***Blanca Palacios*** of the **Hyatt Regency Crystal City** a 2018 Bob Klein Legendary Service Award winner.

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After 30 years, our next Legendary Service Award winner continues to go above and beyond on a daily basis. She is the backbone of the food and beverage operation team and receives high praise from all the restaurant workers who notice her skills in the kitchen. The norm is often that restaurant associates complain about the kitchen team, but never about her. All of the restaurant team will express their love for her. She is always willing to help all associates in the hotel and is known for talking with guests about their satisfaction with the food. The Arlington Chamber of Commerce is proud to name ***Ruby Ray*** of the **Crystal City Marriott** a 2018 Bob Klein Legendary Service Award winner.

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The next Legendary Service Award winner has also made a commitment to her hard work for the last 30 years. As a banquet server, she has brought passion and dedication to her job. She embodies a can-do attitude, comes to work prepared, and loves giving surprises to guests. She finds time to get to know the group contact’s favorite coffee or tea drink and has it ready first thing in the morning. She is very observant as well. One great example was when she overheard someone greet a person with a Happy Birthday and took the initiative to get a cake with a candle before greeting the guest. The person who was celebrating the birthday happened to be the CEO of the group and became a loyal customer because of the kind gesture. She is also one of the key contributors in achieving a high event satisfaction score, exceeding goal. The Arlington Chamber of Commerce is proud to name ***Adanech Solomon*** of the **Crystal City Marriott** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner is a man who has been dedicated to customers for 31 years. He ensures that every event runs smoothly and has thrown numerous luncheons together in less than 15 minutes, with the guests being none the wiser. He often works 7 days a week proving his dedication and work ethic. He is the reason many corporate clients come back to host their events - they want to see him. He has also received numerous certificates of gratitude and awards of excellence for his years of employment. Although not noted by his nominator, he is a fixture at the Chamber’s monthly Breakfast Connection event, ensuring that everything is flawless. The Arlington Chamber of Commerce is proud to name ***David Mohammad*** of the **Holiday Inn Rosslyn** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner has impressed his entire team immensely, not only with his extensive knowledge, but also through the dedication and care he has for all of his team members. His professionalism and 31 years of loyalty to the company is extraordinary. He is always on time, flexible, and often works 7 days a week. He was most recently awarded an Award of Excellence for his 30 years of employment. The Arlington Chamber of Commerce is proud to name ***Alberto Morales*** of the **Holiday Inn Rosslyn** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner has worked with this company for 33 years! This was his very first job when he came to the United States. He started as a dishwasher and then quickly moved up in the food and beverage division. He is an exemplary leader as he always tries to lead by example. He is very consistent when it comes to standards and enjoys providing excellent service to guests. When you ask him, “How are you?”, you will always hear “Excellent.” When you see him you will never be able to guess his age or the fact that he has worked for this company for so many years. He enjoys creating a WOW experience for all guests. The Arlington Chamber of Commerce is proud to name ***Mauricio Cortez*** of the **Crowne Plaza Washington National Airport** a 2018 Bob Klein Legendary Service Award winner.

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Our next Legendary Service Award winner has been in the service industry for 35 years. She is such an asset to the hotel that it is noticed when she is out for a day. She has held many different roles throughout the years as cafeteria attendant, cook, and now currently serves as a steward while still helping other areas outside of her role. She always shows her colleagues and guests how much she cares through her quality of work. She will be retiring this July and she will be missed tremendously. We can’t thank “Mama” enough for all her hard work through the years. The Arlington Chamber of Commerce is proud to name ***Hien “Mama” Trang*** of the **Hyatt Centric Arlington** a 2018 Bob Klein Legendary Service Award winner.

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Professional, hard worker with a great personality describes our next Legendary Service Award winner. For 38 years, he has consistently served as an example of hospitality and service in the engineering department. He has always been punctual and is always available to fill in for others who cannot come into work. He completes any task assigned to him promptly, with great quality, efficiently while keeping costs to minimum to save money for the hotel. His contributions also expand outside of the engineering department. When other departments have been overloaded with tasks, he has always stepped in to help them out. For example, he would help with housekeeping, or welcoming guests and bringing luggage in. He is a true example of wanting to ensure the best stay for guests while helping his fellow employees. The Arlington Chamber of Commerce is proud to name ***Bill Trieu*** of the **Hyatt Centric Arlington** a 2018 Bob Klein Legendary Service Award winner.

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Our final Legendary Service Award winner has worked at this hotel for the last 39 years! She has been a driving force in the hotel’s housekeeping department. She knows all of the top tier customers and is aware of their favorite amenities and needs. Her perfect attendance, being a team player, being the designated trainer for all new housekeepers makes her a fan favorite. She constantly receives great comments from our guests and consistently leads the best in productivity and quality. She is the winner of Housekeeper of the Year in 2017. The Arlington Chamber of Commerce is proud to name ***Bounoum “Boun” Phommarth*** of the **Hyatt Centric Arlington** a 2018 Bob Klein Legendary Service Award winner.

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Let’s have another BIG round of applause for all of today’s winners!

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