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**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.

## *19th 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


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# CONGRATULATIONS TO THIS YEAR'S RECIPIENTS!

### Ashley Smith • Best Bartender
***Cowboy Jack's***

FINALISTS: Stacy Oelerking • Hilton Minneapolis/Bloomington Hotel
Joe Pirri • Radisson Blu Mall of America
Chris Rodehaver • Radisson Hotel Bloomington by Mall of America
Jose Yepez • Woolley's Restaurant

### Tadele Ayana • Best Busser/Dishwasher
***Crowne Plaza MSP Airport/Mall of America***

FINALISTS: Elvira Lopez • Embassy Suites Bloomington
Teyi Melenoukpo • Radisson Blu Mall of America
Jketta Williams • Crowne Plaza Bloomington
John Wright • Courtyard by Marriott Minneapolis/Bloomington

### Robert Cespedes • Best Engineer/Maintenance Personnel
***Radisson Hotel Bloomington by Mall of America***

FINALISTS: Dale Anderson • Radisson Hotel Bloomington by Mall of America
James Dralle • Mall of America
Alberto Lopezvega • Embassy Suites Bloomington
Doug Matson • Homewood Suites by Hilton

### Matt Ulrich • Best Food Production Personnel
***Embassy Suites Minneapolis Airport***

FINALISTS: Palmira Castaneda • Hyatt Place Minneapolis Airport-South
Bibi Charran • Country Inn & Suites at Mall of America
Naino Dookhie • Country Inn & Suites at Mall of America
Cesar Morales • Radisson Blu Mall of America

### Anna Watters • Best Guest Relations
***Radisson Blu Mall of America***

FINALISTS: Jason Barker • SEA LIFE Minnesota Aquarium
Bonnie Nagle • Crowne Plaza MSP Airport/Mall of America
Jane Thrune • Embassy Suites Bloomington
Michelle Tovsen • Radisson Blu Mall of America

### Travis Stearns • Best Heart of the House Personnel
***Radisson Blu Mall of America***

FINALISTS: Gilmore Harris • St. Croix MSP Airport Retail
Hermilo Olanda • Radisson Hotel Bloomington by Mall of America
Bruce Robinson • Minneapolis Airport Marriott
Collin Taylor • Mall of America, Nickelodeon Universe

### Amber Owens • Best Hospitality Administration
***Country Inn & Suites at Mall of America***

FINALISTS: Elaine DeRusha • Embassy Suites Minneapolis Airport
Melissa Do • Hilton Minneapolis/Bloomington Hotel
Daniel Ferralez • Radisson Hotel Bloomington by Mall of America
Crystal Shoals • Crowne Plaza MSP Airport/Mall of America

### Minte Tadesse • Best Host/Hostess
***Embassy Suites Minneapolis Airport***

FINALISTS: Linda Dresbach • Minneapolis Airport Marriott
Bree Hocevar • Embassy Suites Bloomington
Priscilla Porter • David Fong's
Fabian Zumba • Hilton Minneapolis/Bloomington Hotel

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St. Croix Promotions & Retail
Trillium Spa
Ultimate Events
The Works

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### Colleen Grinnell • Best Hotel Reservations/Guest Services (Full Service)
***Embassy Suites Minneapolis Airport***

FINALISTS: Shawna Gehers • Best Western Plus Bloomington
Veronica Nieto • Holiday Inn Bloomington Airport South
Amanda Peterson • Radisson Hotel Bloomington by Mall of America
Roberta Schult • Embassy Suites Bloomington

### Elissa Marty • Best Hotel Reservations/Guest Services (Limited Service)
***Homewood Suites by Hilton***

FINALISTS: Kendra Alfonso • Hilton Garden Inn Minneapolis/Bloomington
Pierre Curd • Country Inn & Suites at Mall of America
Johanna Silva-Strantz • Holiday Inn Express Minneapolis Airport
Joan Stimson • Hyatt Place Minneapolis Airport-South

### Donald Post • Best Hotel/Housekeeping Personnel (Full Service)
***Crowne Plaza MSP Airport/Mall of America***

FINALISTS: Mercedes Martinez Madrid • Hilton Minneapolis/Bloomington Hotel
Wardama Sook • Radisson Hotel Bloomington by Mall of America
Maria Stickney • Radisson Blu Mall of America
Amleset Workeneh • Radisson Hotel Bloomington by Mall of America

### Laura Lopez • Best Hotel/Housekeeping Personnel (Limited Service)
***Hyatt Place Minneapolis Airport-South***

FINALISTS: Jeana Garcia • Hilton Garden Inn Minneapolis/Bloomington
Marcelina Luke • Country Inn & Suites at Mall of America
Carrie Poepping • Country Inn & Suites at Mall of America
Alberto Saldana • Hyatt Place Minneapolis Airport-South

### Jillian Swanson • Best Retail Sales Associate
***St. Croix MSP Airport Retail***

FINALISTS: Gina Ellington • St. Croix MSP Airport Retail
Vida Safo • Water Park of America
Brady Scalze • St. Croix Retail—SEA LIFE Minnesota Aquarium Store
Ashley Stewart • Hard Rock Café Mall of America

### Judy Nieto • Best Server, Banquet/Catering
***Hilton Minneapolis/St. Paul Airport***

FINALISTS: Carlos Castellonas • Embassy Suites Bloomington
Natalie Deiley • Radisson Blu Mall of America
Cynthia Lambert • Minneapolis Airport Marriott
Joe Schlemmer • Radisson Blu Mall of America

### Adrien Weisman • Best Server, Hotel Restaurant
***Embassy Suites Bloomington***

FINALISTS: Jesse Barton • Woolley's Restaurant
Roberta Collins • Radisson Blu Mall of America
Javier Ramos • Woolley's Restaurant
Daisy Velasquez • Crowne Plaza MSP Airport/Mall of America

### Christopher Plakut • Best Server, Restaurant
***Hard Rock Café Mall of America***

FINALISTS: Deena Bourne • David Fong's
Alexandra Buttedal • American Girl
Stephanie Carlson • Radisson Hotel Bloomington by Mall of America
Mike Smith • Green Mill Restaurant & Bar

### Joey Helgesen • Best Valet/Driver
***Super 8 Bloomington/Airport***

FINALISTS: William Furlong • Minneapolis Airport Marriott
Tom Heryla • Minneapolis Airport Marriott
Brenda Pinc • Crowne Plaza Bloomington
Abdur-Rahim Shareef • Radisson Blu Mall of America