



FOR IMMEDIATE RELEASE

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**CALL FOR ENTRIES: NOMINATE THE INDIVIDUAL THAT MADE CLEVELAND  
A HOME AWAY FROM HOME**

**DESTINATION CLEVELAND TO RECOGNIZE MEMBER OF THE HOSPITALITY COMMUNITY  
WHO GOES ABOVE AND BEYOND FOR VISITORS**

**CLEVELAND** (Oct. 24, 2016) – To recognize the vital role Northeast Ohio’s hospitality staff plays in creating a truly authentic visitor experience, Destination Cleveland, the convention and visitors bureau of Greater Cleveland, is calling for nominations for its 2016 Hospitality Star Award. The honor, to be awarded for a fourth consecutive year, is given to an individual who displays exceptional customer service to guests who have traveled to Cleveland and the surrounding region.

“The people in this community really make Cleveland such a special place to visit. The interactions that guests to our city have with frontline hospitality staff not only create unforgettable experiences but also contribute to visitors’ decisions to come back,” said David Gilbert, president and CEO, Destination Cleveland. “With so many visitors expected in the coming weeks for the World Series games as well as the holidays, we encourage the hospitality community to let their teams and the visitors they serve know about the award.”

Those eligible for the nomination include anyone that interacts with a visitor during their stay, such as volunteers and staff at hotels, restaurants, attractions, transportation authorities, the airport, taxi cab companies, Uber and more. Examples of past winners and the description of their superior service can be viewed at [www.thisiscleveland.com/local/hospitality-star-award/winners](http://www.thisiscleveland.com/local/hospitality-star-award/winners).

Nominations can be submitted by visitors, managers or fellow staff members by completing an online entry form at [www.thisiscleveland.com/local/hospitality-star-award](http://www.thisiscleveland.com/local/hospitality-star-award). The submission must include a description of the instance(s) in which the nominee went above and beyond to wow a Cleveland visitor. All entries are due by Jan. 21, 2017. Nominations will be reviewed by a panel of judges from the hospitality community and narrowed down to ten top finalists. The winner will be recognized at Destination Cleveland’s annual meeting in March 2017.

To learn more about Destination Cleveland or to keep up-to-date on new developments and activities, please visit [www.thisiscleveland.com](http://www.thisiscleveland.com) or follow us on [Twitter](#), [Facebook](#) or [Instagram](#).

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**ABOUT DESTINATION CLEVELAND:** *Destination Cleveland is Cleveland's convention and visitors bureau. This private, non-profit organization's mission is to drive economic impact and stimulate community vitality for Greater Cleveland through leisure and business travel. Cleveland welcomes more than 17 million visitors annually. For more information, visit [www.thisiscleveland.com](http://www.thisiscleveland.com).*