

For Immediate Release:

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The Greater Raleigh CVB Announces Award Winners

RALEIGH, N.C. (September 8, 2008) – The Greater Raleigh Convention and Visitors Bureau gave awards to individuals in the tourism industry who have gone above and beyond their duties and excelled in their particular industries.

Isaac Hunter Excellence in Service Awards

The Greater Raleigh Convention and Visitors Bureau has given three Isaac Hunter Excellence in Service Awards to honor those exemplary individuals who continue the tradition of hunter for far exceeding normal expectations to provide excellent service to visitors and residents alike. In fact, the recipients are among more than 17,000 Wake County people employed in the visitor industry (an industry that accounts for 1 in every 8 jobs nationwide).

Of note, the hospitality of a tavern owner is largely responsible for the location of the North Carolina state capital. In 1769, Isaac Hunter opened a tavern near Crabtree Creek. The tavern became so popular, that the state's General Assembly Capital Site Selection commission required that the seat of state government be located within 10 miles of the tavern.

This year, the Bureau honored outstanding front-line individuals in the following three categories:

- Accommodations – Rodney Winston, Guest Services Agent, Country Inn and Suites RDU
- Attractions – Judy Guerrero, Guest Services Supervisor, RBC Center
- Dining – Terry Philips, Waitperson, Irregardless Café

The Horizon Award recognized exemplary attitude and professionalism of a mid-management level employee who demonstrates the skills to be a future leader in the hospitality industry. The 2008 recipient is Samuel Santiago, Front Office Manager at the North Raleigh Hilton.

Santiago has been a vital member of the Hilton North Raleigh team since February 2006 when he was hired as Lobby Ambassador. In the two years since first joining the hotel's team he was quickly promoted to Front Office manager due to a strong hospitality background, commitment to outstanding customer service, bilingual language skills and emerging leadership potential. Since assuming the Front Desk Manager position he has

enhanced his skills in all areas of hotel and staff development, making him a go-to manager in terms of business, customer service and personnel decisions.

The GRCVB's annual luncheon was held at the new Raleigh Convention Center, which opened September 5-6.

The Greater Raleigh Convention and Visitors Bureau. As the official destination marketing organization of Raleigh and Wake County, accelerates sustainable growth and development by increasing visitor and convention business. Through its website, VisitRaleigh.com and other tools, the GRCVB assists local visitors in a variety of ways.

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