

Bloomington Diamond Services Gala Awards

APRIL 14, 2013

A Celebration of Those
Who Make Bloomington
a World-Class Destination



Saluting excellence in customer service



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.

17th 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 and 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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Kristy Grunklee • Best Bartender
Radisson Hotel Bloomington by Mall of America

FINALISTS: Steve Bergesen • Crowne Plaza Hotel & Suites Minneapolis
Kim Frost • Woolley's Restaurant
Chris Rodehaver • Radisson Hotel Bloomington by Mall of America
Sai Rosser • Crowne Plaza Bloomington



Donald Thomas • Best Busser/Dishwasher
Crowne Plaza Hotel & Suites Minneapolis

FINALISTS: Guadalupe Chavarin • Hilton Minneapolis/St. Paul Airport
Shawn Ringer • Napa Valley Grille
Alicia Stillwell • American Girl Boutique and Bistro
Larry Winkleman • DoubleTree by Hilton Bloomington-Minneapolis South



Jorge Hernandez • Best Engineer/Maintenance Personnel
Crowne Plaza Bloomington

FINALISTS: Michael Doughty • Holiday Inn Express & Suites Minneapolis Airport
Sulayman Njie • Holiday Inn Express & Suites Minneapolis Airport
Jack Pence • Crowne Plaza Hotel & Suites Minneapolis
Sabino Rivera • Crowne Plaza Bloomington



Mauricio Condo • Best Food Production Personnel
Woolley's Restaurant

FINALISTS: Aclema Eggert • Country Inn & Suites, Mall of America
Armando Portillo • Radisson Hotel Bloomington by Mall of America
Roger Reyes • Crowne Plaza Bloomington
Casey Winsell • Woolley's Restaurant



Bonnie Nagle • Best Guest Relations
Crowne Plaza Hotel & Suites Minneapolis

FINALISTS: Susan Cooper • Minneapolis Airport Marriott
Lauren Hansen • Water Park of America
Abbie Mills • Hilton Minneapolis/Bloomington Hotel
Leslye Taylor • Sofitel Minneapolis



Olinda Ross • Best Heart of the House Personnel
Residence Inn Minneapolis/Bloomington

FINALISTS: Yared Lemma • Crowne Plaza Hotel & Suites Minneapolis
Judy Nieto • Hilton Minneapolis/St. Paul Airport
Gina Schluneger • American Girl Boutique and Bistro
Jason Tello • DoubleTree by Hilton Bloomington-Minneapolis South



Julie Rynkowski • Best Hospitality Administration
Ramada Mall of America

FINALISTS: Alexandra Cummings • Hilton Minneapolis/Bloomington Hotel
Amber Owens • Country Inn & Suites, Mall of America
Yvette Peters • Water Park of America
Tracy Peterson • American Girl Boutique and Bistro



Ann Challen • Best Host/Hostess
Radisson Hotel Bloomington by Mall of America

FINALISTS: Nicole Beaton • Kokomo's Island Cafe
Alisha Brechon • Famous Dave's Bar-B-Que, Mall of America
Loretta Merz • Crowne Plaza Hotel & Suites Minneapolis
Jennifer Rief • Cowboy Jack's Saloon Bloomington



Rhoda Randle • Best Hotel Reservations/Guest Services (Full Service)
Hilton Minneapolis/St. Paul Airport

FINALISTS: Lisa Bakke • Crowne Plaza Hotel & Suites Minneapolis
Willie Green • Radisson Hotel Bloomington by Mall of America
Brehan Melgar • Sofitel Minneapolis
Nichole O'Keefe • Sofitel Minneapolis

Kristina Notaro • Best Hotel Reservations/Guest Services (Limited Service)
Country Inn & Suites, Mall of America



FINALISTS: Pierre Curd • Country Inn & Suites, Mall of America
Lucia Johnson • Hilton Garden Inn Minneapolis/Bloomington
Scott Knudson • Country Inn & Suites West
Benjamin Mohs • Comfort Inn Airport

Gabriella Gonzalez • Best Hotel/Housekeeping Personnel (Full Service)
Radisson Hotel Bloomington by Mall of America



FINALISTS: Floridalia Dominguez • Sofitel Minneapolis
Donald Post • Crowne Plaza Hotel & Suites Minneapolis
Noel Rodriguez • Hilton Minneapolis/Bloomington Hotel
Erendira Solorio • Crowne Plaza Bloomington

Cynthia Cardenas • Best Hotel/Housekeeping Personnel (Limited Service)
Hyatt Place Minneapolis Airport-South



FINALISTS: Manuel Gonzolez • Country Inn & Suites West
Laura Lopez • Hyatt Place Minneapolis Airport-South
Marcelina Luke • Country Inn & Suites, Mall of America
Rukhia Yusuf • Hampton Inn & Suites

Kim Lee • Best Retail Sales Associate
American Girl Boutique and Bistro



FINALISTS: Addie Davis • St. Croix Retail/SEA LIFE Minnesota Aquarium Gift Shop
Mary Halvorson • American Girl Boutique and Bistro
Kiaya Pajak • Radisson Hotel Bloomington by Mall of America
Bonnie Sell • American Girl Boutique and Bistro

Terri O'Neill • Best Server, Banquet/Catering
Ramada Mall of America



FINALISTS: Simeon Escobar • Crowne Plaza Hotel & Suites Minneapolis
Cindy Lambert • Minneapolis Airport Marriott
Melinda Lene • Crowne Plaza Hotel & Suites Minneapolis
Paulo Mora • Radisson Hotel Bloomington by Mall of America

Illisha Lin • Best Server, Hotel Restaurant
Crowne Plaza Bloomington



FINALISTS: Gayle Kenow • Hilton Minneapolis/Bloomington Hotel
Kelly Mayer • Woolley's Restaurant
Jaime Mejia • Woolley's Restaurant
Sue Miller • Woolley's Restaurant

Sara Sorensen • Best Server, Restaurant
American Girl Boutique and Bistro



FINALISTS: Jordan Berg • Famous Dave's Bar-B-Que, Mall of America
Jasmine Carlstrom • American Girl Boutique and Bistro
Kate Englestad • Cowboy Jack's Saloon Bloomington
Mishelle Rapaich • Kokomo's Island Café

Bryan Bassett • Best Valet/Driver
DoubleTree by Hilton Bloomington-Minneapolis South



FINALISTS: Simeon Escobar • Ramada Mall of America
Owen Good • Hampton Inn & Suites
Ali Ozdemir • Park Plaza
Brenda Pinc • Embassy Suites Bloomington

Thank You

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DIAMOND SPONSORS

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- Kokomo's Island Café
- Radisson Hotel Bloomington by Mall of America
- Sam's Club
- Sons of Norway
- The Fish Guys, Inc.

2013 Hospitality Hall of Fame

The Diamond Service Awards committee is pleased to announce the 2013 induction to the Diamond Service Hospitality Hall of Fame, honoring commitment and longevity in the tourism and hospitality industry in Bloomington.



Mohammed Raki
Sofitel Minneapolis Valet
38 years of service



Bruce Karstadt • Spirit of Hospitality Award

The Spirit of Hospitality Award is presented to an individual or company who has made a significant contribution to the travel and hospitality industry. This award embodies the spirit of commitment to the success and future of Minnesota and Bloomington as elite visitor destinations. Congratulations to Mr. Bruce Karstadt, President and CEO of The American Swedish Institute (ASI). The American Swedish Institute has a vibrant arts and cultural center and museum, along with being the oldest (and newest) Swedish Cultural Heritage Museum in the United States. Bruce Karstadt has been the President and CEO of the American Swedish Institute since 1990 and served as the Honorary Consul General of Sweden for the State of Minnesota since 2003.



In June 2012, The American Swedish Institute re-opened the Nelson Cultural Center. The new 34,000-square-foot building houses Twin Cities outreach for Gustavus Adolphus College, which uses the space for admission, alumni relations and educational programming. Landscaping of the entire campus provides grounds for community festivals, enhances the visitor entrance and complements the buildings. The Nelson Cultural Center has an open, welcoming layout; handcrafted Swedish-inspired detailing; and environmentally sustainable solutions, along with a glass-enclosed reception lobby, museum shop and the popular FIKA café. There is also an art gallery for traveling and locally originated exhibitions, a large studio and crafts workshop.

We're home to Mall of America and a whole lot more.

Stay here. With over 8,200 hotel rooms just minutes from Minneapolis, St. Paul, and the airport, it's easy to find the perfect room at Bloomington's 38 hotels, with free shuttle service to the airport and Mall of America.®

Want to do it all? Get The Big Ticket™, the Official Attraction Pass of the Twin Cities, and enjoy a three-day pass to six of the area's top attractions at a savings of 30%.

Upcoming event? For meetings and groups of 10 to 2,000, let our accommodating staff find that perfect location, exceeding your expectations in choices, accessibility and fun!

Check rates and availability, request a Mall of America and Bloomington Visitor Guide, and be inspired at BloomingtonMN.org.

