

FRLA NORTHEAST

ROSE

AWARDS

Congratulations to the 2020 Winners!

On February 18, 2020 we awarded 27 ROSE Awards at the 12th Annual event. Congratulations to all winner and to the 110 nominees.

- Hospitality Hero-** Greg Savage, Omni Jacksonville Hotel
Administrative Assistant- Farrah Jones, Omni Jacksonville Hotel
Allied Member Spotlight- George "Jamie" Stadtfeld, Walmart San Jose
Server: Restaurant- Casual Dining- Nina Britten, Sunset Grille
Banquets- Sayed Alamy, Omni Jacksonville Hotel
Bartender/Mixologist- Danny Welsh, One Ocean Resort & Spa
Behind The Scenes- Andrews Asare, Omni Amelia Island Plantation
Culinary Service: Chef/Cook- Hotel- Conchita Besarra-Spicer, Sawgrass Marriott Golf Resort and Spa
Culinary Service: Chef/Cook- Restaurant- Peter Zhang, House of Leaf & Bean
Customer Service: Concierge, Recreation, Spa- Amanda Clark, Omni Amelia Island Plantation
Customer Service: Event Services- Robert Kihara, The Ritz-Carlton, Amelia Island
Server: Restaurant- Hotel- Ethan Thomas, Courtyard by Marriott Mayo Clinic Campus/Beaches and Rebecca Gardner, Courtyard by Marriott Mayo Clinic Campus/Beaches
Customer Service: Tourism Ambassador- Robyn Jackson, Visit Jacksonville
Food & Beverage: Support- Todd Fuger, Ponte Vedra Inn & Club
Guest Service: Front Desk-Full Service Hotel- Nichole Storch, Renaissance Resort
Guest Service: Front Desk-Select Service Hotel- Jacqueline McGowan, Seaside Amelia Inn
Server: Restaurant- Fine Dining- Scott Kellog, The Ritz Carlton, Amelia Island
Guest Service: Housekeeping-Full Service Hotel- John Yongao, Omni Jacksonville Hotel
Guest Service: Housekeeping-Select Service Hotel- Derick Brown , Flagler Inn
Server: Restaurant- Quick Service- Ruby Martell, Culver's of Middleburg
Guest Service: Laundry- Sharon Brooks, DoubleTree by Hilton Jacksonville Riverfront
Guest Service: Maintenance/Engineer- Mary Jane Blair, Casa Monica Resort & Spa
Guest Service: Security- Kathy Jeffers, The Ritz-Carlton, Amelia Island
Guest Service: Valet/Bell Attendant- Brian Pepitone, DoubleTree Jacksonville Riverfront
Transportation: Airport, Ground & Water- Candace Van Kalleveen, East Coast Transportation & Limousine
President's Award- Abdel Adili, Omni Jacksonville Hotel & Hyatt Regency Jacksonville Riverfront

The ROSE (Recognition of Service Excellence) Awards recognizes Northeast Florida front line hospitality employees who demonstrate excellent customer service. These industry champions showcase the region's commitment to creating an extraordinary visitor experience.

[FRLA.org/northeast-rose-awards](https://www.frla.org/northeast-rose-awards)