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FOR IMMEDIATE RELEASE

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Exceptional Hostess ‘Assists’ and ‘Scores’

The first annual celebration of female hockey players ‘Hocktoberfest’ took place in Windsor last November and proved to be quite successful. Many people involved with the event were participants and coaches from England as well as local representatives and organizers, most of who could not say enough about **Ms. Kim McDonald** from the host hotel **Holiday Inn Select**. Kim contributed to the enthusiasm and organization of the tournament, not only during the weeklong festival, but also throughout the months leading up to the event. Over 90 teams from North America and Europe participated and Kim’s efforts went above and beyond her usual responsibilities as she stepped up to make sure all details were taken care of. She was proficient in accommodating more parents and supporters at short notice, assisting with team meeting rooms, shuttling and helping with the ever-changing meal schedule.

Testimonials were sent to the Bureau from individuals who felt Kim was instrumental in the success of Hocktoberfest 2008 and an excellent choice for our customer service award. “She just simply is the best! She represented Windsor and Canada in such an amazing light,” exclaimed festival director Laurie Walton, who went on to say, “people are still talking about the service they received.” Laurie, among others wanted Kim to be recognized for her contribution, hard work and dedication. “Her energy and infectious smile continued to welcome embrace and withstand the long hours demanded of her.”

We were so impressed by the level of hospitality and customer service set forth that the **Convention & Visitors Bureau of Windsor, Essex County & Pelee Island (CVB)** has chosen **Ms. Kim McDonald** as our **Hospitality Hero Winner for the month of January 2009!** Kim will be presented with an award certificate, a letter from the Mayor, a letter from the Warden of Essex County, a letter from the Mayor of Pelee Island, a Hospitality Hero lapel pin and a gift basket with an assortment of items from our region.