

mspnice award

March 15th, 2023,

Greetings Managers,

One of your employees, Bri Newman, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Bri for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats to Bri!!



Debbie Lenling and Bri Newman, Twins Grill

Customer compliments:

She was extremely friendly, helpful with menu and was attentive without being overbearing. The energy was exactly what I would be looking for at a local restaurant and to find it in an airport was truly a welcomed surprise. I completely understand why this bar has a 4.0. Love it, wish we had one in Columbus, OH!