

mspnice award

May 2nd, 2023,

Greetings Managers,

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

Our thanks go out to him 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 Jeremy!!



Jeremy Doden, Surdyk's; surrounded by Surdyk's and MAC colleagues

Customer compliments:

I was a customer at Surdyk's Wine and Market Bar in Terminal #1 in Minneapolis, MN recently. I had the most outstanding service, which was provided by a gentleman named Jeremy Doden. I completely understand that most people only send emails to complain about poor service. But I was compelled to send this email to make sure Jeremy was recognized for his outstanding and excellent service! He was friendly, engaging, and went above and beyond to make our experience incredibly memorable. He is an asset to your terminal community and I'm hopeful you will pass on my gratitude and thank him for his exceptional work and service to your passengers flying out of this terminal. Please accept this compliment and please consider Jeremy for any promotions or awards as he is a phenomenal server and completely made our entire trip more than enjoyable! Thank you so much for your time!