

mspnice award

March 15th, 2023,

Greetings Managers,

One of your employees, Juanel Duerson, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Juanel 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 Juanel!!



Julie Foster, HMS Host, and Juanel Duerson, Shake Shack

Customer compliments:

- ★ Juanel was great. On top of the food order, made sure food was hot, asked if was for dine in or To-go & checked the bag before handing to us to make sure all contents were in the bag. Hottest fries we've ever had at a Shake Shack! Great work, great attitude & a quality meal. Thank you!