

mspnice award

May 16th, 2023,

Greetings Managers,

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



John Morris, Areas; Tommy Vo, People's Organic;
and Chelsea Washington, Areas

Customer compliment:

Please extend my special thanks to server **Tommy** - YOU have been amazing. You were attentive and personable the first time we met. And timely, attentive and aware of all the guests, which creates a nice vibe in your section. Then I can't believe you remembered my name and my daughter's name a couple years ago, after 6 months of us not flying through MSP.

It makes traveling so much more enjoyable to have a safe place to go - which is how I feel coming to Peoples Organics in MSP. And the previous time (to this current visit) was the most important as I really needed it. Flying with both kids this time - my 3 and 1 year old - without my wife... arriving frazzled and with kids tired. All the tables were occupied by single people who didn't seem in a hurry to get up for an overwhelmed dad...

You opened up a closed section for us to relax, reminded me to order fries for the kids, made me feel safe to leave my food and non-valuable items when I had to go deal with dirty diaper change...

Just super!

And this trip, remembering both my kids' names and taking a couple seconds to say hi to them on video chat, as I fly solo through MSP.

Anyways - special shout out to Tommy. I hope you are living a good life in Minnesota. My kids are learning to look people in the eyes and trust kindness as they travel, because of you.