

mspnice award

April 7, 2014

Greetings Managers,

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



Matt Grimm, MAC Manager, Concessions & Business Development with Nigisti Woldesilassie, Quizno's, Michelle Ellis-Acosta and Butch Howard, HMS Host

Customer compliment:

I have traveled for 8-15 days a month for 25 years in my work. I can't say I remember many of my airport meals during those travels. Every once in a while, though, you meet someone on the serving side who really does a fantastic job of connecting as a person to the stranger standing in front of them. You have one of those people working in the Quizno's in Minneapolis, MN. I made a note to myself to let you know, and I almost forgot to send you the note, but I certainly have not forgotten the experience.

On February 28th, I had the good fortune to meet a woman named Nigisti who works there. It was very slow when I came through pretty late that evening, and I got to chatting a little with her. I learned that she is originally from an area not far from a place that I will be traveling to in May, and she gave me some tips on traveling there, along with a peek inside her native culture that led to her name. I learned that she had lost her father not too long ago, just as I did a little over a year ago. I am certainly still carrying that loss, while at the same time appreciating how much he did for me as I grew up, even though I'm 55 now. She seemed to sense that in me - Nigisti possesses an amazing ability to connect quickly on a very special level, and I wanted you to know you have someone very special on your staff. She does not just make sandwiches - she touches peoples' hearts. Please thank her for me.

-Dave Kuehnel