

# mspnice award

April 17, 2014

Greetings Managers,

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



Matt Grimm, Manager, MAC Concessions & Business Development, Angela McHie, Chick-fil-A, and Gary Olsen, Manager, HMS Host

## ★ Customer compliment:

Most people only comment when something goes wrong. However, I felt compelled to send a quick note to your corporate office on something that went right. As a weary corporate road warrior, it can be tough to make me smile after a long day in airports. I was at the Minneapolis Airport searching out your Chick-fil-A location. When I found it, I was greeted by smiling faces and one person in particular just made my day. I didn't catch her last name but her first name is "Angela" and I believe she was the supervisor. It wasn't anything in particular that she did but it was her customer service attitude and you could just tell she took pride and had passion for what she does and certainly represents you in a way that would make you proud. Your franchisee has a real gem and I hope her contributions are appreciated and well compensated.

-Dave Endres