

# mspnice award

July 31st, 2015

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, MAC Manager, Concessions & Business Development;  
Angela Mchie and Alissa Streitz, Chick-Fil-A; and Butch Howard, HMS Host

## ★ Customer compliment:

I had the Chick-Fil-A sandwich, Waffle Fries and Iced tea and it was delicious and the food was hot. The team members were friendly, courteous and cheerful. The Shift Lead, Angela, offered excellent customer service. I am an Adjunct Professor at Grace University in Omaha, Nebraska and my student hold Chick-Fil-A in high regard in my Introduction to Business course. I respect Chick-Fil-A's dedication to their values.