

mspnice award

January 15th, 2015

Greetings Managers,

One of your employees, Bobbie Jo Anderson-Sogge was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Bobbie Jo 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 Bobbie Jo!



John Leivermann , HMS Host; Bobbie Jo Anderson-Sogge, French Meadow Bakery; and Matt Grimm, MAC Manager, Concessions and Business Development

★ Customer compliment:

I had the most memorable breakfast this morning at French Meadow Bakery in the MSP airport. My daughter recommended this restaurant as she dropped me off for my flight home to Fairfax, VA. I know she was referring to the food which was delicious. However, I want to add how wonderful the atmosphere was with Bobbie serving the counter area. Her engaging personality and infectious smile started my day off on a good note. The man sitting beside me said he could not be that bright and cheery at such an early hour. I heard her say she is working every day except Christmas so she must be a full time employee. Please recognize her as a valued positive influence and reward her accordingly.

Mary Sue France