

# mspnice award

February 26<sup>th</sup>, 2016

Greetings Managers,

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



Butch Howard and Roxanne Viska, HMS Host; Deb Ruiz, Axel's Bonfire; Matt Grimm, MAC Manager, Concessions & Business Development; and Roy Fuhrman, MAC Vice President, Management & Operations

## ★ Customer compliment:

With a 7 hour delay at MSP Airport, we were in Gate G, frustrated to not find a menu with a menu (not an iPad) and waitress. We walked to the main mall and discovered Axels. Deb was our waitress and she made our day. Excellent service and such an awesome, friendly person. Our meal was outstanding and we will definitely revisit on our next flight through MSP!