

mspnice award

March 24th, 2016

Greetings Managers,

One of your employees, Eric Grant, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Eric for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Eric!



Matt Grimm, MAC Manager Concessions & Business Development;
with Eric Grant and Butch Howard, HMS Host

★ Customer compliment:

I just wanted to mention that Eric Grant from HMS Host went above and beyond in customer service. I left a pair of sunglasses at a restaurant, he answered the phone at the management office, picked it up and sent it to me and has been courteous through the whole process. He deserves much praise.