

mspnice award

November 13th, 2014

Greetings Managers,

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



John Leivermann and Butch Howard, HMS Host, with Feben Ghilagaber, Ike's/French Meadow Bakery, and Matt Grimm, MAC Manager, Concessions & Business Development

★ Customer compliment:

I just wanted to write and commend you on the excellent service that I received on Thursday evening, October 23, 2014 at Ike's at the MSP Airport. I feel that the flawless service I received at Ike's deserves recognition. My colleagues and I were in town for a conference and were on our return trip home. We had a long day wrapping up our conference and just wanted to get to our homes and family. We decided to stop by Ike's to get some food before our flight and had an enjoyable dinner. Our server Feben did a wonderful job of taking care of us. She was friendly, professional, knowledgeable and efficient – just what we needed. Thank you for having wonderful people on your staff like Feben who made our stay in Minneapolis end with a delightful experience and we look forward to returning soon.