

# mspnice award

December 6<sup>th</sup>, 2021

Greetings Managers,

One of your employees, Nigisti Woldesilassie, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Nigisti 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 Nigisti!



Julie Foster, HMS Host, Nigisti Woldesilassie, Smashburger, and Phil Burke, MAC Customer Experience

## Customer compliment:

\*\*Airport food courts are not generally the best places for friendly and helpful workers. Your MSP airport location is the exception. Your employee Nigisti, was very helpful and walked us through the menu and options. The burgers were great and the order was filled correctly. Thanks for the great experience.

*Tom Ezdon*

\*\*Nigisti was so cheerful! We were tired travelers, and she brightened our day! The food was DELICIOUS too!