

mspnice award

March 22nd, 2022

Greetings Managers,

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



Maurquia Rush, HMS HOST; Ronald Stelzer, Firehouse Subs; Katlyn Schenck, MAC; and Linda Glunz, HMS HOST

Customer compliment:

I just wanted to send an email to recognize an employee at Firehouse Subs that was at the counter. My receipt has the name Ronald on it. He was so energetic, outgoing and friendly to every person that came to order despite it being very busy and there being a long wait time. He addressed women as ma'am and said please and thank you. He jumped in to help make sandwiches when there was a lull in the ordering line along with various other tasks. He seemed generally happy to be there and it was a real pleasure considering what we are all dealing with right now. I had about 10 min to wait for my sandwich, so I was able to observe him for quite some time and he never once lost his friendly and positive attitude.