

# mspnice award

January 9<sup>th</sup>, 2015

Greetings Managers,

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



Matt Grimm, MAC Manager, Concessions & Business Development with Tara Lundberg, Wild Bar

## ★ Customer compliment:

On our visit to Minneapolis on December 10th, my friends and I got to the airport early enough to enjoy a couple of cocktails before our flight left. We started at the other bar in the concourse, and had one drink. Our gate agent pointed us in your direction saying that your bar had just recently opened and to give you a try.

When we sat down in your Wild Bar we were immediately welcomed with a smile by Tara. She took our order and replied to our requests with a hearty "ya, you betcha". We were so glad that we had left the other bar and found Tara. She turned our poor impression of the locals around in the first two minutes! Tell her to keep up the good work!