

# mspnice award

September 29th, 2014

Greetings Managers,

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



Matt Grimm, MAC Manager, Concessions & Business Development, with Eduardo Villala-Rogue and Roger Helgeson, Subway

## ★Customer compliment:

THANK YOU!!!! As we waited to board our Sun Country flight to Orlando, my husband's blood pressure suddenly dropped, and we knew he was about to pass out....I asked a young man at Subway for a glass of juice or coke (thinking it may be blood sugar) and he brought it immediately, and called 911 for us. He also continued to check on us (I had found a padded bench against a wall for husband to recline on while we waited for help). I realized later, I never even thought about paying for the drink, and your server was so helpful and attentive!! I am so sorry for that, and he deserves our heartfelt thanks and you should know how quickly he responded to our situation! My husband likely was overtired (brief visit with grandchildren and late nights), and he was dehydrated. Your Subway store at Humphrey Airport in the Twin Cities has our loyalty - thanks a million!!

*Mary & David Stephan*