

mspnice award

July 31, 2015

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager Public Affairs & Marketing,
Wendy Gjerdal, Champion's Grille by Ike's, and John Leivermann, MHS Host

★ Customer compliment:

Had an extraordinary experience at Champ by Ike's at the MSP Airport. My wife and I along with our 4 adult kids, spouses, grandson and 16 month old granddaughter had a 4 hour layover and wanted to enjoy a relaxed lunch/dinner. After being turned away elsewhere because they were short staffed, and another crowded spot didn't have a high chair, we were welcomed by a very friendly man who sent us upstairs where we had a large space all to ourselves. Best of all, Wendy was our server who went out of her way to take great care of our various food, drink requests, extra plate and crackers for the baby. She is amazing and so friendly. As an added bonus, your food was great as well. Please reward Wendy for making a large portion of our dreaded layover so very pleasant.