

# mspnice award

July 20<sup>th</sup>, 2021

Greetings Managers,

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



Jay Noseworthy, MAC CMAA; Heidi Stevens, MN Wild Bar;  
John Leivermann, HMS Host; and Kim Young, MN Wild Bar

### **Customer compliment:**

I had service at Minnesota Wild, at the Humphrey Terminal on 6/19.

I was here this morning after a red-eye flight from Los Angeles. The service by Kim & Heidi was among the best I've ever seen (I'm 71 and have traveled extensively). They are both hard working and extremely caring in their service. Bravo!

*Fr. Jim Newman Los Angeles, CA*