

mspnice award

December 1st, 2022

Greetings Managers,

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



Jill Gergen, Bottle Rocket, surrounded by colleagues

Customer compliments:

I ate at the Bottle Rocket during peak dinner hours. I live in Salt Lake City, which has terrible service, so I was immediately impressed by the single server at this restaurant and her ability to command all the tables, check in with everybody and keep track of where they were in their meals. Her name was Jill and she has real skills! It's a lot to ask one server to bus and serve 8-10 tables, so it speaks to her expertise!