

# mspnice award

December 29<sup>th</sup>, 2022

Greetings Managers,

One of your employees, Jon'nita Bracken Ridge, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Jon'nita 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 Jon'nita!!



Pia McDonough, Delaware North; Jon'nita Bracken Ridge, Smack Shack;  
Cathy Sowka, Delaware North; and Corey Mattin, Smack Shack

### Customer compliments:

Jon'nita is AMAZING!!! I just moved to the area as a Delta Flight Attendant. I decided to go get something to eat at the Smack Shack. I could not have chosen a better place. Jon'nita brought the food to my table and gave me a suggestion of foods for future visits. She was kind and courteous. She made my first experience in Minnesota memorable.