

# mspnice award

August 24<sup>th</sup>, 2022,

Greetings Managers,

One of your employees, Katie Ritschel, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Katie 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 Katie!



David Dutcher and Katie Ritschel, Barrio

## Customer compliments:

\*\*First time at this airport and had Katie as our server/bartender. It was the most extraordinary service I have ever received. There would likely not be another time that I need to visit this airport, but I would go out of my way to plan a trip to Minneapolis just so I could visit this establishment again. Katie is one of a kind and truly rolls out the red carpet for her customers.

\*\*Oh man. Best place in the airport. Terminal 2. Josh is a great bartender. Katie has attention to detail like no other. Their house margs are great. Chips and salsa for \$5 is a must do. That orange sauce doe!!!! Tip them good.