

# mspnice award

October 7<sup>th</sup>, 2022

Greetings Managers,

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



Kristina Conklin, MAC T2 Operations, with Yamrot Tazew, Nicole Kasper, and Alexia Papeo- Fricke, Barrio

## Customer compliments:

Stopped in for a quick bite and beer before my flight, and had a wonderful experience....but my waitress did not, unfortunately. As Nicole K was handing me my beer, a patron walked up beside me to make a very vocal complaint (which to me was very self-serving) about his taco order. He stated that "it fell apart" .....??? Really? After he left, I asked Nicole what he ordered, and if it was on corn tortillas. She said it was. Then I asked if his order was presented on double corn tortillas, and she confirmed that it was. I'm not sure what he was expecting, but I'm assuming he didn't realize what

Tex-mex tacos were really like! She felt terrible that he had a bad experience and took it very personally. I told her that the carnitas tacos I ordered were amazing, also on double corn tortillas, and told her that he didn't have a clue what real Tex-mex tacos are!! My tacos were some of the best I've had, and would go back in a hurry to get more! Nicole was a very personable and delightful host, striking up a conversation, and even walked over to my nearby gate after I had left to wish me a good flight! She, her service, and the food will make me come back next time I'm in Humphrey Terminal!! Nicole K was a great host!!