

mspnice award

June 8th, 2022

Greetings Managers,

One of your employees, Nigisti Woldesilassie, was recently awarded with 3 MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Nigisti 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 Nigisti!



Naquandra Peterson, MAC CMAA; Nigisti Woldesilassie, Smashburger;
Julie Foster & Robin O'Neill, HMS Host

Customer compliments:

*She is just wonderful, has a way of making everything happy, if you're having a bad day talk to her. I give her a 12 out of 10!

*Writing an email like this is not something I've often done, but my wife and I wanted to commend Nigisti, a woman who served us at Smashburger at MSP Airport on March 18. She was extraordinarily helpful, engaging, and enthusiastic. She made sure our meal and drinks were spot on. She brightened our day. We don't encounter service like that often enough. She deserves our and your praise.

*It was super busy and Nigisti stayed pleasant and worked so hard! Very nice person. I hope she can get a bonus or praise. Thank you.

Tracy