

June 17, 2013

Greetings Managers,

One of your employees, John E., was recently awarded with an MSP Service Professional Award. The MSP Customer Service Action Council (CSAC) is proud to recognize John for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 John!

*Way to go!*



Butch Howard, HMS Host; John Greer, MAC Concessions and Business Development; and John Leivermann, HMS Host with John Ellian

### CUSTOMER COMPLIMENT

As John serves me my last drink before I fly again I wanted to let you know that you have a very prompt, courteous, and professional bartender. His attitude caused me to order a 2nd drink and he was very professional from my greeting/carding to my serving. Thanks for putting John in the Minneapolis airport, it made a long day of travel better!

Respectfully,

William L. Jacobsen