

mspnice award

January 24, 2014

Greetings Managers,

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



Award recipient, Joan Wormer, Itasca Grill with HMS Host Managers, John Mercier, Roxanne Viska and MAC Manager, Concessions & Business Development, Matt Grimm

Customer compliment:

I was traveling by myself and stopped in to eat at Itasca Grill at the Minneapolis Airport. As I was settling into my table - I was searching for my phone and discovered that I had lost it. Joan was my server. I told her my situation, and asked for her help. First she gave me information as where to check the lost and found, and I asked her to watch over my luggage and personal belonging while I went in search of my phone, and she did without hesitation.

I returned with no luck - but she then offered me her personal cell phone to use - so that I could call my phone. Well - I located it and found it. What a relief!!

This was a very stressful time for me - I was very frantic and lost - Joan was so kind, sweet & helpful to me and I couldn't thank her enough for helping a stranger out. There aren't too many people out there like her - she made me feel like I was her friend. What a great woman - going above and beyond her job. Please let her know that I'm thanking her again by sending you this email and letting you know what an outstanding employee you have!!!! I will never forget what she did for me and never forget her kindness!!! Thanks again Joan!!!

-Tracy Hocking