

mspnice award

September 30, 2013

Greetings Managers,

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



From left: John Mercier, HMS Host; Roxanne Viska, HMS Host; Heidi Stevens, Itasca Grill; Matt Grimm, MAC Concessions and Butch Howard, HMS Host

Customer compliment:

I travel 12 -15 times a year and find the Itasca Grill to be a great stop. Your staff is well trained and makes each visit refreshing. Whether enjoying a relaxing time or rushing to get a meal to go, the service is fantastic. I have previously worked in the hospitality industry and noticed how Heidi upsells to produce extra revenue for your business. She is gracious in her delivery and reasonably successful without being pushy. She multi-tasks well and has expedited meals for me in the past. She has a way of making customers of all age groups feel comfortable. Thank you for having high standards in hiring and training your staff. Your efforts are shown in the quality of food and the great service your staff delivers.

-Curt Wall