

# mspnice award

November 7, 2013

Greetings Managers,

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



Matt Grimm, MAC Manager, Concessions & Business Development; Butch Howard and John Mercier, HMS Host with Amanda Mathieson from Ike's Restaurant

## ★ Customer compliment:

I wanted to give my appreciation to one of your staff members at Ike's at the MSP airport mall area. Her name is Amanda and I have to say that she came across as a very kind and genuine person. I came in for breakfast on Monday October 28th. After waiting several minutes for a server to arrive, she took it upon herself to make sure I was okay. I don't believe I was in her particular area that she served, but she took my order anyway. She also came by often enough to make sure I was fine. I am in the customer service industry, as well, and I always appreciate excellent service when I see it and Amanda is not only great, but presents herself in a professional and caring way that is not seen often enough. I hope that in some way she is recognized for all her efforts.

-Ben Cezar