

mspnice award

December 6, 2013

Greetings Managers,

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



Matt Grimm, MAC Manager, Concessions & Business Development, Roxanne Viska and John Mercier, HMS Host with Dale McGlonn, Home Team Sports Bar

Customer compliment:

I'm writing to say what an outstanding bartender Dale is! I was travel-weary recently with a two-hour layover, and happened to go to Home Team Sports. Dale re-energized me just by watching him in action, waiting on and entertaining dozens of customers, all with terrific professionalism, efficiency, and humor. I was amazed at how he managed to juggle so many customers and orders at once, treating each person with the attention they needed and keeping us all laughing at the same time. I know I'll be back, and I'll encourage my fellow travelers to do so, as well.

-Ann Redelfs