

mspnice award

December 2, 2013

Greetings Managers,

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



John Mercier, Operations Director, HMS Host; Steve Zarth, Manager, HMS Host and Matt Grimm, MAC Manager, Concessions & Business Development with Steve Damberg, Ike's Restaurant

Customer compliment:

I just had a great dinner at Ike's, as expected, but the important part was the dessert. I was having a Summit Oatmeal Stout with my dinner, and advised the bartender that I would have another Stout for dessert. He then asked if I had ever had a Stout Float. Well no, I love me a good Guinness, and the Stout was really good. Why mess that up? As I am drinking my Stout with much delight, he sits a small pour of Stout with a small ball of vanilla ice cream in front of me! All I can say is WOW. The taste was amazingly nice with the coffee tones and ice cream. But more amazing was the thought to slide me a sample for my delight. An experience I will not soon forget. I was in Dublin, Ireland and toured Guinness about 2 years ago. This was an experience that Guinness should figure out. Steve nailed it! A Guinness aficionado that is sold on Summit Oatmeal Stout Floats! Huge thanks to Steve for his expertise in reading the customer (me) and providing an experience that will be remembered. Guess what I will order next time in MSP airport? World class server and great dining experience! Thanks to Steve and the fine experience at Ike's.

-Brad Yeomans