

mspnice award

December 19, 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!



Matt Grimm, MAC Manager, Concessions & Business Development with Heidi Stevens, Itasca Grill

Customer compliment:

I visited Itasca Grill on Wed., Nov, 27, 2013 that was near my gate at MSP Airport. I was very impressed with the bartender Heidi. She was very personable and did a tremendous job making me feel welcome.

My Thanksgiving trip started out great being at Itasca Grill.

-Molly Shearer