

mspnice award

March 30th, 2017

Greetings Managers,

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



Chris Robertson, OTG; Brian Petersen and Randy Smith, Twinburger (OTG);
and Matt Grimm, MAC Manager, CMAA

Customer compliment:

I just want to take time out to let you know that Randy in the kitchen is doing an amazing job, my food was delivered on time, tasty, beautiful and all the while he kept checking on me. Brian the waiter goes out of his way to engage the customers at the counter and is one of the best servers I have ever come across. That two of them make a wonderful team. My experience was amazing and Brian is just a wonderful person, Randy is entertaining and his food is amazing. This is my way of saying good job, and thank you. I cannot over emphasize how wonderful my experience and food was here. I will definitely be back. #BrianAndRandy