

mspnice award

September 18th, 2017

Greetings Managers,

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



Ajay Sekrahn & Todd Johnson, Delaware North (Smack Shack); and Matt Grimm, MAC Manager, CMAA

Customer compliment:

A big shout out to Smack Shack for making it possible for my 74 year old dad to cross another item off his bucket list. My dad saw a TV broadcast on the Food Network featuring Smack Shack lobster rolls. He immediately called to tell me it was his dream to have one. He was obsessed! Due to health reasons he is unable to travel, so it seemed impossible. However, on a recent trip out of MSP, I noticed there was a Smack Shack right there! I went in and told the guy at the counter (Todd) how important it was that I get one of these bad boys to my dad, but that it would have to survive the 3 hour trip home. Boy- did they hook us up! They packed the whole sandwich on ice and taught me how to assemble it at home. After sharing tears, high fives, and a big hug, he only asked that I let him know what we thought of the sandwich. Well- here you go Smack Shack! Take a good look at this face everybody... if you're wondering how the food is, I think this says it all!

