

# mspnice award

March 23<sup>rd</sup>, 2018

Greetings Managers,

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



Matt Grimm, MAC CMAA, Erica Nelson, Stone Arch, and Traci Williams, Aero Service Group

## Customer compliment:

My compliments on a great restaurant, but even greater service, at your Minneapolis Airport Location. Knowing nothing about the restaurants in the area, the first view of your place knocked me out, since I love, and have designed, circular bars in my forty year career in the food service industry. I was fortunate enough to have Erica as my server last night. Being an eye contact person most of my life, I immediately was impressed with her friendly, professional smile, and knowledge of your menu. Having designed and built many breweries and restaurants in my career, she was able to steer me toward some great products you supply. The egg and bacon English muffin matched well with the Scotch Ale. But, the peanut butter porter knocked my socks off. She even gave me a sampler for dessert! Half the battle, with any fine restaurant, is the service. Keep up the great work with Erica. She is definitely management potential.

*Regards, Burke Horner  
Retired Restaurant Casino Designer*