

mspnice award

December 6th, 2018

Greetings Managers,

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



Cedric Ellingson, Latira Burnip, and John Scheiderich, Republic; Matt Grimm, MAC Manager, CMAA; and Taylor Jacobson, Republic

★ Customer compliment:

"You're a hell of a server! Thanks for brightening my day. Watching you interact with your guests is a lesson in customer service. The balance between efficiency and friendliness is a great example. I'm a customer service manager. I wish you could give a Master Class! Best!!!"