

mspnice award

May 31st, 2018

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; Justin Hughes, Lolli & Pops; and Audrey Johnson, St. Croix Airport Retail, Inc.

Customer compliment:

I was on my way to Madison, WI to see my son who is receiving chemotherapy. I live in the greater metro Denver, CO area. As I sat and had a coffee, I noticed this very pleasant business and especially the gentlemen all dressed up and generously handing out candy. I had to go over and say congratulations to him on doing such a wonderful job greeting airport travelers. It was such a joy to see an employee having such fun and modeling his business' merchandise so well. I hope the Minneapolis airport will recognize a job so well done and grant an award to the candy man.

My very best to the Minneapolis airport and to Lolli and Pops.

Sincerely, R. Carol Harvey