

# mspnice award

October 3<sup>rd</sup>, 2018

Greetings Managers,

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



Pia McDonough, Delaware North; Martha Goldense, Twins Grill; and Matt Grimm, MAC Manager CMAA

## Customer compliment:

Martha, the manager, always greets me while I stop by in the restaurant. One year ago I left my wallet there on my way to Bismarck, ND. I called the next morning and she kept it for me for 4 days, all cash, ID's & credit cards intact. I tried to tip her but she wouldn't accept & simply said whenever you're in MSP stop by the restaurant. And so I have at least 4 times over the last year. Food & drink & service there always A+ and Martha always comes to say hello if she's in. Many, many kudos for Martha & her entire staff!!