

mspnice award

June 29th, 2018

Greetings Managers,

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



Joshua Jones, Lolli & Pops; Isabella Rhawie, MAC Manager CMAA; Monica Mills, Lolli & Pops; and Audrey Johnson, St. Croix Airport Retail, Inc.

Customer compliment:

I bought a bar at Lolli & Pops but got distracted by something and left it lying on the counter! My gate was literally across the hall so I didn't go very far, but I didn't realize until I got on my plane. They actually let me de-plane and run back to get it, and your worker there saw me, remembered me, had actually been waiting for me and handed my bar to me so I could run back on the plane without holding up the flight.

This was at 2:30 pm on Friday, July 15, 2018. Monica was amazing-- thank you for hiring amazing people!