

mspnice award

February 14th, 2018

Greetings Managers,

One of your employees, Monica Susco, 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!



Isabella Rhawie, MAC Manager, CMAA; Monica Susco, Adrenaline; Nick Maddox, St. Croix Airport Retail

Customer compliment:

I just spent well over 30 minutes on the phone with Howard Tarko. He and his wife were here December 31st and flying through for vacation when he spilled coffee all over his pants and couldn't be more embarrassed. Luckily they were right next to our Adrenaline store and Monica Susco was working. She went above and beyond and couldn't be more kind. He went on and on about things he couldn't even remember, but was so impressed about how she took his embarrassment away and he bought everything she gave to him.

Brava Monica!