

# mspnice award

August 16<sup>th</sup>, 2018

Greetings Managers,

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



Jason Arnold, Delaware North; Tara John, Twins Grill; Matt Grimm, MAC Manager, CMAA;

## Customer compliment:

My family was flying back home from visiting my brother in Canada. We had a 3 1/2 hour layover, so we stopped in for dinner. It was 6:00pm, so it was a busy time. A section of the grill was roped off, which we were told by a server was due to being short-staffed. There were no tables available, only booths & high tops. My father is disabled. It is not physically possible for him to sit in those, nor to walk however far from our gate to the next suitable restaurant. Tara John seated us at a table in the closed off section, and served us herself. I believe she was responsible for helping to cover the bar at that time as well. Not once did Tara make us feel like we were putting her out in any way. In fact, I imagine we received more attentive service than we might have from the servers covering multiple tables. Tara turned what could have easily been a negative experience during a long travel day into one that gained you loyal customers. I'm sure we will patronize your establishment whenever our travels take us through MSP Airport. I hope you have a method in place to reward her for going above & beyond. Many thanks again to Tara.

*Sincerely, Tim Newcomb*