

mspnice award

August 7, 2019

Greetings Managers,

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



Alex Kovelan, Store Manager at Lolli and Pops, with Nick Maddox, Director of Retail Stores and Isabella Rhawie, Manager of Concession & Business Development

Customer compliment:

This was a brief, but most enjoyable encounter because of the two charismatic, customer-driven, funnier than “heck” gentlemen who were working at 1:15pm on Saturday, May 25, 2019...I can’t say enough about how they lifted my spirits and helped me out.

This review could be 28 ½ screens long...all glowing...as I do go on and on when I’m thoroughly impressed!!!! But, to hit the highlights...I walked in to ask if they could sell me a gift bag...(I had purchased seriously over-priced chocolates at a duty free shop in Canada earlier that morning and they didn’t even have a proper bag for them)...we laughed, at my prompting, about how much it paid earlier in the day. The lolli boys even offered me some free samples if that might take the edge off the steep price at the DFS...LOL...they actually made my long day of travelling so much more bearable.

Thanks guys...keep on doing what you do...meeting needs in an exceptional way!

John Kilgour