

mspnice award

April 18th, 2019

Greetings Managers,

One of your employees, Brianna Newman, was recently awarded with three MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Brianna 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 Brianna!



Martha Goldense and Chad McCallum, Twins Grill; Matt Grimm, MAC Manager, CMAA;

Customer compliment:

*Brianna is a very nice individual! A diamond in the rough. I ate at the Twins Grill and Brianna was my waitress! She was very nice and considerate. Not only to me but to all of your customers. I overheard a man tell her how extremely nice she is... I hope you let her know she is appreciated!

*Brianna is cheerful, friendly and provided great service. Food came out exactly as ordered!

*Brianna was my server and it is nice to be at an airport and get service with a smile and somebody nice to you. This is rare at some locations. ATL for one. But Brianna was super nice and attentive to all around. Good job from a Red Sox fan.