

mspnice award

April 18th, 2019

Greetings Managers,

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



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

Customer compliment:

- ★ I had a lovely lunch at Twins Grill and wanted to call out, in particular, that Chad really took good care of me while I was waiting for my delayed flight. Attentive, efficient, and ready with an IPA recommendation, it was really a very different experience than the typical airport restaurant experience.