

mspnice award

March 11th, 2019

Greetings Managers,

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



Alex Kovelan and Diante Durand, Lolly and Pops; Isabella Rhawie, MAC CMAA; and Nick Maddox, Airport Retail Group

Customer compliment:

We're on our way overseas for Spring Break and wanted to grab some candy for our younger extended family. We go in, fill up our bag with candy, and go check out -- super simple.

And this is the point in the story at which we meet Diante. He not only gave us tips on how to fill up the bag to get a good value for our money, but he just genuinely took interest in us as people -- it was so clear he just generally loves interacting with people. He wasn't weird or pushy, it was honestly just like he was a good friend.

I bartend in the cities and I do a good job and make good money. I WISH I had an attitude as bright and rare as his, I'd be loaded!