

mspnice award

March 8th, 2019

Greetings Managers,

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



Liz Grzechowiak, MAC CMAA; Molly Berg and Mulugeta Abraham, Red Cow;
and Isabella Rhawie, MAC CMAA

Customer compliment:

After having a very tough time with an airline and missing flights, we stopped at the Red Cow to relieve some tension! We left laughing 😊 Molly listened to our story with great concern & care! Our drinks were fabulous and the service was incredibly outstanding! Molly did her outstanding job while taking care of the whole bar and carrying on conversations with us and many others! Molly turned our very frustrated day into smiles and laughs! We had to come back the next morning and believe it or not there was our smiling happy bartender Molly! She remembered us and our drinks! We had to stop in to say we are ok and that she is awesome! Thank you to Molly!!!! Breakfast was perfect just like the drinks! Thank you for turning our bad day into smiles and laughter!!!!