

# mspnice award

October 21<sup>st</sup>, 2020

Greetings Managers,

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



Jay Noseworthy, MAC Manager CMAA, and Tom Erickson, Stone Arch

## **Customer compliment:**

We got to the airport early and spent an hour and a half at your restaurant. Our server Tom was EXCELLENT!!!! We had a great time. We'll be back!! Thank you!