



July 9, 2021

To the ACI-NA Airport Concessions Evaluation Team,

Please accept this letter of recommendation for consideration of Mr. Nick Covelli for the ACI Airport Heroes Award. Nick's consistent and voracious drive to push completion of construction of the full retail concessions program, redevelopment of portions of food and beverage concessions, and the relocation and construction of a new USO Lounge, airport museum, and airport conference center despite the unprecedented impacts to aviation travel caused by COVID-19, epitomize the criteria established for this award. He has exemplified proactiveness and initiative to addressing challenges and solving problems in a time where "unprecedented" has been a common theme. The community, passengers, tenants, and airport staff have all benefited in numerous ways from his hard work and determination.

It is important to note a little background about Nick's exceptional work at MKE. Nick was hired as an Airport Properties Specialist in 2018 to work specifically with concessions, this is his first airport job. He took ownership of maintaining, developing, and enhancing the MKE concessions program from the start. From managing new development and refresh projects to innovation of new and better ways to operate, Nick always goes above and beyond the minimum requirements of getting a job complete. I know that his work ethic is fueled by a passion to create and maintain a quality program that provides a high level of service and overall passenger experience.

As we all know, 2020 brought unique challenges that required daily adjustments, while still maintaining a high standard of customer service to the passengers. Here again, Nick came through. He implemented creative ideas for providing enhanced safety measures for the public and airport employees. He also provided objective plans for operations of stores and restaurants that minimized disruption of service as much as possible.

In summary, it did not take a pandemic to produce and display Nick's positive attitude, teamwork mentality and quality work. Those characteristics have always been there. Nick always takes on tasks with positivity and has a "passenger first" mentality. In addition, he is always looking for ways to help everyone on our Airport team, collaborates well with all stakeholders and tenants. What the pandemic did do was present him with an opportunity to grow and strengthen his knowledge and skills during adverse circumstances. His response was taking advantage of that opportunity with focus, determination and new levels of creativity that produced successful results for MKE. The bottom line is, while Nick's work certainly speaks for itself, it is always right to "give honor where honor is due" and it is our sincere belief that Nick is most deserving of the ACI Heroes Award.

Sincerely,

A handwritten signature in black ink that reads "Matthew J. Hoffman". The signature is written in a cursive style.

Matthew J. Hoffman, A.A.E.
Director, Business & Commercial Development
Milwaukee Mitchell International Airport