

# mspnice award

March 24<sup>th</sup>, 2015

Greetings Managers,

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



Isabella Rhawie, MAC Manager, Concessions & Business Development;  
with John Nelson, World Duty Free Group, Director of Operations

## Customer compliment:

I wanted to express my gratitude and appreciation for the follow up and response that John Nelson provided. A purchase was made at the MSP airport that was handled politely by the sales clerk, but unfortunately not effectively. But more than the oversight with that purchase, John followed up, made time to hear my concern, and corrected it immediately. We live in a world where customer service seems to have been left behind at times. But John and his Operations Manager, Jennifer both responded immediately, effectively and politely. I have always said it is not always the problem that is noted, it is the response to the problem. And they each extended professionalism and concern and assured me our business does matter. This was a small purchase I am sure in the flow of their business. But they let me know that it was not small to them. And their professionalism resonated to all I have shared it with. And as you may recall, I had reached out on behalf of my sister as she is the one that made the purchase. She could not be more grateful for your help. Was very touching to see her gratitude. Thank you each very much for your help and time. It is noted and appreciated.