

mspnice award

December 19th, 2014

Greetings Managers,

One of your employees, Natalie Forsberg, was recently awarded with three MSP Nice Awards! The MSP Customer Service Action Council (CSAC) is proud to recognize Natalie 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 Natalie!



Natalie Forsberg, St. Croix Promotions & Retail with Isabella Rhawie, MAC Manager, Concessions & Business Dev.

Customer compliment:

** To the beautiful blonde manager of Uptown/ MN: We didn't get your name but we will look for you on our next trip to MN. Your incredibly sweet, thoughtful gesture of having your employee from Sports MN track us down at Grand Ave. to give us the U of MN golf balls was so kind and capped off his official visit in a way that was So Very Special! Thank you!

** Natalie, You are a superstar. I cannot tell you, how appreciative I am for the lengths that you took to research and also come up with gold at the end of your search. I placed the order today and the product is shipping today and my son will love this. You are truly magnificent and I cannot wait to come back to the Twin Cities to say thank you in person. Your efforts are tremendous and above the call of the duty! THANK YOU!!!!!!!!!!

** I met with Natalie over at the Sports store. She too is lovely!