

# mspnice award

August 17<sup>th</sup>, 2023,

Greetings Managers,

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



Agapi Manoli, MSP Magazine

### Customer compliment:

Last January, I flew for the first time by myself from Minneapolis to Orlando. My backpack broke apart leaving me to hold all my items inside with my hands. I was in a rush, and I was rescued by an airport employee whose name was Agapi Manoli. She stitched up my bag and it was able to hold all of my belongings until I landed in Orlando to buy a new bag. It was such a relief for me.

I really appreciated what she did. I hope she gets the recognition she deserves.

Thank you so much! -Sofia Fix