

mspnice award

April 10th, 2023

Greetings Managers,

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



Aster Gemeda, Frivolous; surrounded by Delaware North colleagues; & Naquandra Peterson (left) MAC Commercial Management

Customer compliments:

We were looking for something that turned out wasn't available at the store, however Aster Gemeda went above and beyond to greet us and showed us where to go to find the items (at a different store) in a friendly and professional way. Her hospitality made us want to come back and shop at Frivolous even if we didn't need anything in particular.