

# mspnice award

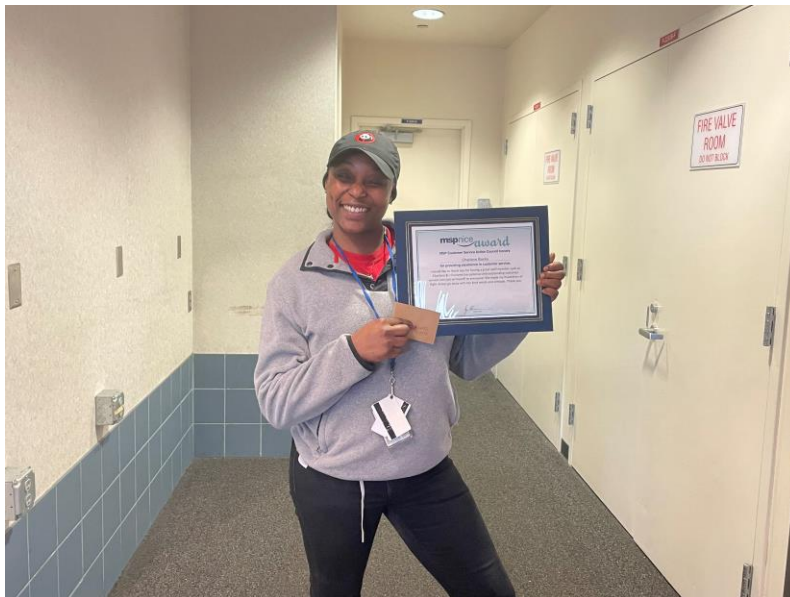
February 8<sup>th</sup>, 2023

Greetings Managers,

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



Charlene Banks, Chick Fil A

### **Customer compliments:**

I would like to thank you for having a great staff member such as Charlene B.! Charlene has patience and outstanding customer service (not just to myself) to everyone! She made my frustration of flight delays go away with her kind words and attitude. Thank you