

# mspnice award

May 24<sup>th</sup>, 2023

Greetings Managers,

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



Diana Maisonet Ocasio and Zach Kobany, Barrio

### Customer compliment:

Food was great, service was the best in Terminal 2. Diana took care of all five of us and expedited our meals so we could eat before our flight. She was soooo attentive and made sure our table was clean before we sat down. Would recommend 100%.