

mspnice award

June 26th, 2023,

Greetings Managers,

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



Karisa Wilson, Johnston & Murphy

Customer compliment:

Karisa,

Thank you again for the outstanding customer service you provided to me yesterday! I can see why you are the Store Manager. Johnston & Murphy are very lucky to have you as part of their team!

It is rare to find employees who are so kind and willing to go above and beyond to assist a customer. I was in a bit of a bind, and you solved all of my issues without hesitation. You are setting an excellent example for your team!

I often frequent the Johnston & Murphy CLE airport store and the website, but your store will now be my first go-to location from now on.

Thank you again!

Mark Anderson