

# mspnice award

March 15<sup>th</sup>, 2023,

Greetings Managers,

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



Mark Takamiya, MAC T2 Operations; with Kelly Paja, Luis Carrillo, and Tony Schille, Barrio

## Customer compliments:

Anthony & Kelly, thank you for your prompt and courteous service. You two made our wait pass quickly. Quick witted, friendly and funny.

Thanks for the enjoyable experience. 🍻 🍻