

# mspnice award

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

Greetings Managers,

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



Mebrihit Teklehaimanot (center) surrounded by Delaware North colleagues

## Customer compliments:

Mebrihit went out of her way to help me use a voucher I had received from Delta due to a delayed flight. It had been a very long day and her kindness and customer service made a big difference.