

mspnice award

March 20th, 2023,

Greetings Managers,

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



Megan Bender, Airport Retail Group, Shannon Lee-Vorse, The North Mercantile, and Meron Tadesse, Airport Retail Group

Customer compliments:

While at the Minneapolis airport getting ready to fly to Amsterdam, I stopped by a shop called Uptown and was so impressed with the quality of merchandise, particularly the items made in the U.S. Shannon, the salesperson, made my experience unbeatable. She knew all the products I asked about (pens, Larissa Loden jewelry, and the poppy & pout lip products). I came in for a lip balm and walked out with a bag filled with \$125 goodies. Shannon was so helpful, but not pushy.

You should know that in the world where there seems to be a lack of customer service, Shannon shines brightly. Kudos to her for making my shopping experience absolutely delightful.

Best, Michelle