

# mspnice award

July 10<sup>th</sup>, 2023

Greetings Managers,

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



Shawna Halliday, Blue Door Pub

## Customer compliment:

I travelled through MSP this week and visited Blue Door Pub as usual on Tuesday evening and for Friday lunch. The service and food was excellent and on point as usual!

Shaun and Carlos are rockstars in that bar every time I'm there! Great rapport with visitors and attentive service. Shawna served me today, and I am always impressed with her friendliness and efficiency.

You really do have a great staff and a great spot in MSP. The only "must-visit" airport bar I've ever found anywhere!

*Kevin*