

# mspnice award

March 28, 2014

Greetings Managers,

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



Mihret Woldegebriel, F-15 Daily News with World Free Duty Managers, Marge Knutsen, Mike Schafer, Sharon Adler and Becky Zwart, MAC Manager, Concessions & Business Development

## Customer compliment:

I just wanted to commend one of your staff at the Daily News, MSP Airport location.

Mihret was a pleasure to come in contact with and although our interaction was brief, I would like you to know that she was very helpful and kind. She deserves praise! I noticed that her smile and warm spirit was something she gave generously to every customer that walked in. We had a brief chat and I truly enjoyed her kindness. Based on my experience someone like her is unfortunately rare nowadays.

She definitely deserves a raise and recognition!

*-Sara Alia*