

mspnice award

June 27, 2014

Greetings Managers,

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



Becky Zwart, MAC Manager, Concessions & Business Development; Vanessa Gantz, Simply Books; Kristian Klanmerling, Simply Books and Sharon Adler, Regional Head of Operations, World Duty Free Group

Customer compliment:

I would like to comment on my most delightful experience in your shop at the Minneapolis airport. I am a person who likes books to hold in my hand and turn the pages. On a recent long wait in the MPLS airport I wandered into the Simply Books shop looking for something new. I was met by a delightful young woman named Vanessa who asked if she could assist me. Upon telling her I thought I would like a mystery she took me to that section and we discussed options. After I expressed my preference for a more substantial type of book she went right to a shelf where two appealed to me immediately and I said I would take them both. As we proceeded to the checkout she thought of a third book and I bought that also. My delight came from the fact that she clearly knew about these books and was able to sense my preferences. I left the store so impressed with her personal service and concern. Incidentally, at the time I was in the store she took care to be sure no one else needed assistance. Good luck to your nice book store.

-Margaret Griffen