

# mspnice award

June 27, 2014

Greetings Managers,

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



Becky Zwart, MAC Manager, Concessions & Business Development; Mari Granderson-Lewis, Simply Books; Brian Exner, Simply Books and Sharon Adler, Regional Head of Operations, World Duty Free Group

## Customer compliment:

While traveling from Minneapolis to Philadelphia, I stopped in the bookstore to buy a book for my trip. I was approached by a woman who asked me a series of questions about what I liked to read, what I was looking for, and what was the last book I read in that genre. I was looking for something in memoir, and she seemed very knowledgeable about the comparative features of many different memoirs in the store. In the end, I selected *The Glass Castle* and left with that book and recommendations for additional titles. I enjoyed the book. This was not the kind of experience I expected to have in an airport shop, where transience characterizes interactions and memory. This interaction was more like spending time with a librarian in a small town library. She was knowledgeable but also seemed invested in my selection, which was really delightful! I want you to know what a surprising and personal experience I had in your shop, thanks to this woman who loves books and knows her stuff.

-Deborah Fries