

# mspnice award

February 4<sup>th</sup>, 2015

Greetings Managers,

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



John Nelson, World Duty Free Group; Liz Negusse, ZOZO; and Isabella Rhawie, MAC Manager Concessions & Business Development

## ★ Customer compliment:

Liz Negusse, what a wonderful employee. She is always so happy, friendly, and very helpful. Every time I come to the airport I stop in just to see her and of course shop in your wonderful store. Liz is a gem and an asset to your company.