

# mspnice award

May 15<sup>th</sup>, 2015

Greetings Managers,

One of your employees, Afework Abegaz, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Afework for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Afework!



John Nelson, WDFG; Marge Knutsen, WDFG; Afework Abegaz, Daily News (WDFG); and Isabella Rhawie, MAC Manager, Concessions & Business

## ★ Customer compliment:

I declined a bag for my several items and after stuffing most of them in my briefcase I walked out of the store toward my gate.

The cashier found me walking away and handed me my forgotten newspaper and then hustled back to the register.

Really appreciated that.