

# mspnice award

September 18<sup>th</sup>, 2015

Greetings Managers,

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



Alison Mastain, St. Croix Promotions & Retail,  
with Isabella Rhawie, MAC Manager, Manager, Concessions & Business Development

## ★ Customer compliment:

Just a quick note to you about Alison Mastain. You have a very efficient, intelligent and caring young lady who represents your company exceptionally well. Alison went out of her way to assist my husband and myself to make exchanges of gifts we purchased at your airport store. We needed a larger size in a Vikings sweatshirt, and we needed to exchange a Vikings cap for a Vikings t-shirt. After she explained that exchanges are usually done via US Mail, she quickly understood that we also needed a timely turn around as well. All of her competency today was also accompanied by the fact that doing business with her actually made the transaction enjoyable! We hope you'll keep this in mind for Alison's future in your company! She is truly outstanding! Also, many thanks for the high quality clothing your store retails.

*Most sincerely, Sharon & Robert Thatcher*