

# mspnice award

December 13<sup>th</sup>, 2019

Greetings Managers,

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



Luis Anchondo, MAC T2 Operations; with Isabella Weaver and Ashley Tashiro, IHS; and Kevin Griffin, MAC T2 Operations

## Customer compliment:

When I arrived home, my bigger bag was missing. My daughters & I spoke with a wonderful employee of Iceland Air at the Minneapolis airport with the name of Ashley.

★ She looked at the tags on my small bag that matched the tags on my bigger bag that was missing & she told me she would look for it the next night because it must have been delayed along the way. She said she would call me to tell me when it came in. Tonight, I went back to the airport and stepped out of my car & that sweet Ashley from Iceland Air called all excited that my bag had arrived & she said she watched carefully for the matching tags I showed her the night before. She said she would roll the suitcase out & find me. I just wanted to hug her, she was so precious!

All of the workers were very nice on the airplane & in the Minneapolis airport.

*Thank you very much, Donna Rohrer*