

# mspnice award

May 11, 2021

Greetings Managers,

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



Kim Gilmore, Ashley Tashiro and Bella Weaver, Innovative Handling Solutions; Phil Burke, MAC

## **Customer compliment:**

Thank you so much for checking back with me. You have provided the most excellent customer service, and I'll be certain to follow up with Aer Lingus about that. At 1:45 on Friday, I got someone at the reservation center. No one else could rebook the flight except the reservations center. Once again, thanks for checking on me.

My family and I appreciate it.