

mspnice award

December 6th, 2021

Greetings Managers,

One of your employees, Calvin Mitchner, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Calvin 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 Calvin!



Meron Taddese, Airport Retail Group; Calvin Mitchner, Prince Store; and Megan Bender, Airport Retail Group

Customer compliment:

*Fantastic customer service! Calvin and Trent made my shopping experience very delightful! They were very helpful and friendly!

*I was in your fantastic Prince store last week due to my flight having unexpected delay. I can admit I am not the biggest prince fan but the way the store was set up just intrigued me, so I had to come in. And I was greeted by the most respectful, professional gentlemen named Calvin. He asked if I needed anything, when I had a question, he had an answer. He went above and beyond. And I walked out with \$200 worth of Christmas gifts -so glad I had the extra money on me. This is how customer service is supposed to be. You do not get that level of service now a days. Your company needs to do whatever you can do to keep him, if he's a manager please give him a raise. If he's not a manager he needs to be one with a big raise. It is well deserved. **Great Job Calvin!!** Keep up the amazing work. You are destined to do great things. Fantastic customer service