

# mspnice award

April 28<sup>th</sup>, 2015

Greetings Managers,

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



Gilmore Harris, St. Croix Promotions & Retail;  
with Isabella Rhawie, MAC Manager, Concessions & Business Development

★ **Customer compliment:**

Our family likes the Humphrey terminal for its family friendly atmosphere. We visited Easter Sunday, April 5, 2015.

We wanted to specifically mention Gilmore Harris at the Humphrey terminal for cheering up the space as 'Hoppy Gilmore' for Easter.

*Karen Jeannette*