

mspnice award

February 20th, 2015

Greetings Managers,

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



Isabella Rhawie, MAC Manager, Concessions & Business Development; Becky Drew and Gloria Smith, of Minnesota! and John Nelson, World Duty Free Group

★ **Customer compliment:**

**She's Great!
Employee of the Month!**

Cheri