

mspnice award

July 25th, 2014

Greetings Managers,

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



Sarah West and Mari Granderson- Lewis with Simply Books and Becky Zwart, MAC Manager, Concessions & Business Development

★ Customer compliment:

I traveled through the airport on June 14th. There was a woman who engaged me in a conversation about the type of books I like to read and made recommendations for me. I ended up taking her up on the recommendation to read *The Black Prism*, a science fiction novel, and it has been a great read. I am thoroughly engaged in the series. I've never had someone in a bookstore, let alone an airport bookstore engage me in this way. Even if I hadn't liked the book she recommended (which I do) I appreciate that she took the time.

I was doing my expense report and came across the receipt for *The Black Prism* with the words "TELL US ABOUT EXPERIENCE" written across it. Well, my experience was great!