

mspnice award

May 11th, 2015

Greetings Managers,

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



John Nelson, WDFG; Barb Daniels, WDFG, Hana Ducale, Travel Express (WDFG);
and Isabella Rhawie, MAC Manager, Concessions & Business Development

★ **Customer compliment:**

Greetings,
I want to tell you how very pleasant your
clerk Hana is.

*Sincerely,
Carolyn Buchholz*