

# mspnice award

February 20<sup>th</sup>, 2015

Greetings Managers,

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



Lisa Krystofick, Aveda; Isabella Rhawie, MAC Manager, Concessions & Business Development; Hannah Hrabe, Aveda; and John Nelson, World Duty Free Group

## ★ Customer compliment:

Greetings and Namaste! I am an avid fan of Aveda products and the personalized service provided by Hanna at your MSP store makes the Aveda experience more revitalizing. As I travel through the Minneapolis airport twice a week, Hanna's lovely smile combined with her warmth ore' allures me to your Aveda store. I wish that Hanna continues to thrive in her career and take measures to elevate herself to the next level.

*Regards,  
Vinny Garg*