

# mspnice award

December 13<sup>th</sup>, 2019

Greetings Managers,

One of your employees, Isabella Weaver, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Isabella 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 Isabella!



Luis Anchondo, MAC T2 Operations; with Isabella Weaver and Ashley Tashiro, IHS; and Kevin Griffin, MAC T2 Operations

## Customer compliment:

\* Just wanted to report wonderful service from Aer Lingus manager Isabella. Yesterday was my first time flying overseas and I explained how nervous I was to her. Isabella went out of her way to make sure I had empty seats next to me on my flight and had an answer for all my questions/concerns. At the boarding gate she offered me to board first and told the flight attendants to make sure I was comfortable. Most pleasurable experience thanks to her.

Wonderful and clean airport as well.

Please pass on to Isabella. Thank you

\* Hats off to Bella! Amazing service by @Icelandair. We love you Isabella Weaver!