

# mspnice award

May 5<sup>th</sup>, 2015

Greetings Managers,

One of your employees, JacQue Blackamore, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize JacQue for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 JacQue!



Isabella Rhawie, MAC Manager Concessions & Business Development;  
with JacQue Blackamore, Hammer Made

## Customer compliment:

JacQue,

Thank you for assisting in my shopping experience in your airport location. It was one of those days that everything that could have happened did happen and it manifested itself in my mental and physical demeanor. A fresh change of clothing did the trick. I found a pair of comfortable shorts in one shop, and a matching "Nice" tee in Hammer Made. Having had the opportunity to visit the store and the Hammer Made website, I am confident that I will be visiting your location when I fly through Minneapolis. Several shirts and accessories caught my eye, and even though my children may feel that they are not "age appropriate", I will do my best to represent and champion the Hammer Made brand and philosophy to the best of my abilities (Smile). Again, thank you for the time, attention, and detail shared in making a "heck of a day" something special.

*Sincerely, Ron Ogburn*