

mspnice award

April 28th, 2015

Greetings Managers,

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



John Nelson, WDFG; Isabella Rhawie, MAC Manager, Concessions & Business Development; Karen Chang, World Passage/Duty Free (WDFG); and Andrew Penkert, WDFG

★ Customer compliment:

I don't usually take the time to give feedback, but I had such a lovely experience with today that I wanted to send a note so she gets recognized. I was purchasing one Estee Lauder item which I knew exactly what I wanted, and asked about another item - and she showed me both the item I was asking about as well as a newer version, and put samples of both on me to try; she also described the pricing differences and the benefits of buying at the duty-free shop. I was also so pleasantly surprised to receive a gift with purchase - I usually reserve my duty-free shopping for international trips, but we travel through MSP all the time and now I would definitely go back to this store for future purchases. Karen is doing a great job, gave me as good of an experience as I'd expect at an Estee counter in a dept. store, and got me in and out quickly - 5 stars. I hope she can be recognized for her service!

Thanks and kind regards, Jen