

# mspnice award

December 11<sup>th</sup>, 2014

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!



Andrew Penkert, John Nelson, and Karen Chang, World Duty Free Group, with Isabella Rhawi, MAC Manager, Concessions & Business Development

## ★ Customer compliment:

I cannot make suggestions for an experience so perfect. Thoroughly had a great time. Love how I look. Karen is so knowledgeable – so good at what she does! So pleasant- just a wonderful person. What a great asset she is to this company!

Thank you!  
Thank you!  
Thank you!