

mspnice award

February 4th, 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, World Duty Free Group; Karen Chang, World Passage Duty Free; and Isabella Rhawie, MAC Manager Concessions & Business Development

Customer compliment:

Karen Chang was very knowledgeable in the products. Her enthusiasm and eagerness to help was wonderful. Amazing customer service and very personable. I would definitely return because she made my experience memorable.