

# mspnice award

February 20<sup>th</sup>, 2015

Greetings Managers,

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



John Nelson, World Duty Free Group; Katherine Abbot, FOX News; Isabella Rhawie, MAC Manager, Concessions & Business Development; and Jennifer Risch, World Duty Free Group

## Customer compliment:

Because your favorite color is blue. Because you helped me so kindly. And because your wonderful contagious smile and laughter. Thanks for sending me off with such a positive, uplifting moment!

*Cesar*