

mspnice award

February 25th, 2016

Greetings Managers,

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



Isabella Rhawie, MAC Manager Concessions and Business Development;
with Kay Daniels and Gail Springer, Rocky Mountain Chocolate Factory

Customer compliment:

I recently experienced exceptional service from Kay Daniels at Rocky Mountain Chocolate at MSP Airport. Kay really went the extra mile to assist with a likely unusual request when I phoned her store. My daughter is frequently on the go and it is sometimes hard to arrange a surprise delivery to her address. With that said, my wife and I still wanted to surprise her for Valentine's Day. With her having a pending flight, we knew that she would not be home during a required window of time to receive a delivery on Valentine's Day.

We searched for a solution and located Rocky Mountain Chocolate. I phoned and spoke with Kay and found out they had chocolate covered strawberries which is a favorite of our daughter. I then asked the BIG QUESTION, if she can nicely package some Chocolate Strawberries, write a note, and deliver them to our daughter at a designated time at her gate prior to departure. I held my breath expecting her to say no. However, I was pleasantly surprised when Kay said yes. She wrote all of the details and assured me she had me covered. Later that day we received a pleasant call of joyful excitement from our daughter who was pleasantly surprised because a caring employee named Kay went the extra mile. Now, my request to you is that you go the extra mile for Kay to reward her for being such a fantastic representative and brand ambassador for Rocky Mountain Chocolate.

Sincerely, Derrick Hanes