

# mspnice award

January 5<sup>th</sup>, 2015

Greetings Managers,

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



John Nelson, World Duty Free Group; Kristan Kemmerling, Simply Books; and Isabella Rhawie, MAC

## **Customer compliment:**

Thank you for your wonderful help today! I'm a flight attendant and was browsing for good books- your staff was wonderful! The two women narrowed in on my area of interest and immediately had 4 books for me to look at!

How refreshing to find- people who truly care about their product and the customer!

*Sherry*