

mspnice award

November 13th, 2014

Greetings Managers,

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



Isabella Rhawie, MAC Manager, Concessions & Business Development, Mai Thao, Spirit of the Red Horse, and John Nelson, World Duty Free Group

★ Customer compliment:

Mai,

Many thanks for all your assistance in a decent choice of earrings for my little wife. She really enjoyed them. Hope all is well with you and your family. We have lots of rain now but your winter is coming. Stay well!

Sent from a customer in Thailand