

# mspnice award

March 23<sup>rd</sup>, 2015

Greetings Managers,

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



Isabella Rhawie, MAC Manager, Concessions & Business Development, with Maggie Brennan, Hammer Made

## ★ Customer compliment:

First let me say thank you for the amazing shirts that Hammer Made has come up with. I love what you are doing with these shirts. I will continue to buy them as you create them.

Next let me thank you for Tim and Maggie. To have a guy email me pictures so I can see the shirts I want and then to have them delivered to my gate at the airport is truly amazing. I am in the customer service business, and I have never seen anything like it. Please make sure Tim and Maggie are rewarded for their efforts. If I had spots in my company and didn't need more shirts, I would hire them from you....