

# mspnice award

January 16<sup>th</sup>, 2015

Greetings Managers,

One of your employees, Shawn Daugherty was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Shawn for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Shawn!



Shawn Daugherty, Rock Bottom Brewery; John Leivermann, HMS Host, and Matt Grimm, MAC Manager, Concessions & Business Development

## ★ Customer compliment:

I want to thank both Shawn from Rock Bottom for going above & beyond to help recover a lost Mac Air computer. Shawn transported it from the restaurant Lost and Found.

We greatly appreciate the efforts made by all parties involved and wanted to recognize them for their help, kindness and competence.

Happy holidays!