

# mspnice award

February 1<sup>st</sup>, 2022

Greetings Managers,

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



Tony Kenley and Jose Garza, Chick Fil A

## **Customer compliment:**

Customer Sarah Brown wanted to pass along a compliment for great service from Tony the cashier.

She said after she placed her order, her card got declined for some reason, and she was fishing in her bag for another card to use. She said that Tony was very patient and kind to her, she didn't feel rushed, and it meant so much to her how polite he was. She said he was an excellent representation of CFA. ☺ Also she said the food was fresh, everything was fast, and although she was close to her flight time she still made it. She says keep up the good work and she'll be back next time she travels through MSP!