

# mspnice award

October 21<sup>st</sup>, 2020

Greetings Managers,

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



Jay Noseworthy, MAC Manager CMAA, and Katie Cummings, Stone Arch

## Customer compliment:

Best place to hang out during a layover!  
Great staff, food and drinks. Becca and Katie  
provided great service! Welcoming and  
attentive 🍷 😊