

# mspnice award

April 8, 2021

Greetings Managers,

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



Hannah Klay, Stone Arch; Jay Noseworthy, MAC Manager, Concessions Operations

### **Customer compliment:**

Hannah was amazing attentive, quick and refreshing! So nice to find a little bit of normal these days; especially if you like your normal with great beer! We also had a burrito that was beyond our expectations for airport food! This will be a stopping point for us in the future. Back to LA we go!!!