

# mspnice award

February 2<sup>nd</sup>, 2021

Greetings Managers,

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



Jennifer Bates and Martha Goldense, Twins Grill

## **Customer compliment:**

Your cheerful spirit brought me so much joy on my layover. Thank you and happy holidays!