

# mspnice award

April 28, 2021

Greetings Managers,

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



Jennifer Risch and Kavan Rotzien, Hudson Group; Isabella Rhawie, MAC Interim-Assistant Director, Concessions & Business Development

## **Customer compliment:**

Kavan greeted me right away in the Hudson News store on the main concourse. I have MS and difficulties moving around. I had forgotten my smart phone charger at home. Kavan 'saved my world.' He was just incredible. He goes out of his way to welcome all and was very patient and kind. He is a great employee of Hudson.