

# mspnice award

April 28, 2021

Greetings Managers,

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



Isabella Rhawie, MAC Interim-Assistant Director, Concessions & Business Development; Rachel Smith, Jennifer Risch and Parvin Jaipat, Hudson Group

### **Customer compliment:**

Shopping in the Aveda store with Rachel, a delightful young lady, we talked a lot about hair falling out, grey hair and old hair. Rachel was extremely accommodating, so patient and so helpful. She was polite and willing to answer all my questions. Rachel has a passion and loves what she is doing, not once was she rude or in a hurry.