

# mspnice award

February 5<sup>th</sup>, 2021

Greetings Managers,

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



Shefona Garmon, Chick Fil A; with Jay Noseworthy, MAC CMAA

## **Customer compliment:**

I wanted to compliment Shefona at the Minneapolis-St. Paul Airport Chick-Fil-A on her tremendous customer service and professionalism. The order line was long with a continual flow of customers and while she made sure to keep things moving, she was polite, courteous, and friendly during the entire interaction, with no hint of stress or annoyance. Ordinarily, it's probably not necessary to recognize people for providing good customer service, it is the job after all, right? But it's also important to call out the people who step up with excellence in their job, something that is often not attended to these days. Kudos and well done.