

# mspnice award

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

Greetings Managers,

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



Phil Burke, MAC Customer Experience; with Shitaye Shibhion and Liya Andaregachew, Frivolous

### **Customer compliment:**

I was so overwhelmed with your kindness and generosity to me when I was in search of a cane. It meant a lot to me. I wish both of you all the best. You helped to restore my faith that there are still good people in this crazy world.

*Thank you again,  
Rosemary Zimmerman*