

# mspnice award

December 29<sup>th</sup>, 2022

Greetings Managers,

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



Agapi Manoli and Elizabeth Fegen, MSP Magazine

## Customer compliments:

Hi my dear phone angel of the Lord. This is Kathy Reamer. The woman you saved last Tuesday at the airport with her dog and without her phone. I will never forget your kindness, generosity, beauty, composure and just loveliness of being you. I couldn't have made it through the day without you. I will never forget what you did for me. I usually am in control. Oh well. Not that day. You will be rewarded 100 fold. Love you without even knowing you. Thank you for being there for me. ❤️"