

# mspnice award

August 24<sup>th</sup>, 2022,

Greetings Managers,

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



Alem Bekele and Aster Gemeda, Delaware North

## Customer compliments:

Alem was very warm in her service and helpful with finding the perfect size and fit of pajamas for my nephew.