

# mspnice award

September 1<sup>st</sup>, 2022

Greetings Managers,

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



Isla Mazuca, Words;  
surrounded by Delaware North colleagues

### **Customer compliments:**

- ★ I asked a question about a children's request for candy- to see if the store had any. I did not end up purchasing candy, but instead a child's book and the book that Isla was reading based on her sales skills.  
I'd hire her for my company if she lived in Portland!  
Great at connecting with customers and sales!!