

# mspnice award

November 16<sup>th</sup>, 2022

Greetings Managers,

One of your employees, John Waterous, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize John for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 John!!



Kevin Kirchberg and John Waterous, Hudson

### **Customer compliments:**

I would like to compliment one of your employees, John Waterous. I was hit by a glass door on my hand, and it started to bleed. I went into the store looking for band aids. There weren't any but John found some that he had on hand. He gave me paper towels to stop the bleeding and gave me some ointment and band aids. He was so kind, and I offered a tip but he wouldn't take it. I just wanted you to know what a great employee you have!