

# mspnice award

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

Greetings Managers,

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



Mebrihit Teklehaimanot, Jet Set News, surrounded by her Delaware North colleagues

### **Customer compliments:**

I was buying a t-shirt and the kind lady told me if I bought a second it would be \$6. We didn't see any signage saying that, so we were so appreciative of her letting us know! And yes, we bought a second shirt!