

# mspnice award

October 26<sup>th</sup>, 2022

Greetings Managers,

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



Kevin Kirchberg, Hudson, and Melvin Thomas, Hudson News

## Customer compliments:

I took a flight from your Terminal 2 on 9/5/22 and was helped by your employee Melvin Thomas in the Hudson gift store. I know it has been several weeks since, but I just found my receipt from that day and remembered how personable and positive he was. Please give him kudos - his energy made me feel good for a little while on a dreary travel day, and I know I was not the only one.