

# mspnice award

September 21<sup>st</sup>, 2022

Greetings Managers,

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



Mary Xiong, Hudson; Rachel Smith, Aveda; and Kevin Kirchberg, Hudson

## **Customer compliments:**

Your positive attitude and genuine concern to help me in any way possible is greatly appreciated. Ms. Smith, you have a suburb ability to communicate extremely well with your customers. Your outstanding customer service reflects great credit upon yourself and the entire Aveda company. Thank you again for your outstanding customer service assistance!