

mspnice award

June 8th, 2022

Greetings Managers,

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



Naquandra Peterson, MAC CMAA; Serena Ray, Smashburger;
Julie Foster & Robin O'Neill, HMS Host

Customer compliments:

Wanted to drop a line about the hospitality staff, in particular Serena at Smashburger. Nicest person imaginable and she provided a breath of life into my lay over. Need more Serena's in this world.