

# mspnice award

January 20<sup>th</sup>, 2023

Greetings Managers,

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



Phil Burke, MAC Customer Experience; Diane Spencer and Calvin Mitchner, Prince Store; and Meron Tadesse, Airport Retail Group

## **Customer compliments:**

The entire staff,

I would love to wish you all a very, Merry Christmas. May 2023 bring you all so many new blessings!

I have spoken to several of you in person and via phone from Los Angeles over the years and you all have been so kind and have great customer service skills. I appreciate you all. Keep up the great work!

*Shawndell Taylor*