

# mspnice award

November 18<sup>th</sup>, 2015

Greetings Managers,

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



Oniekey Brown, Davina Nickens, Ana Melo, of Sun Country Airlines;  
and Dan Foster, MAC Assistant Airport Director T2

## ★ Customer compliment:

I wanted to tell you what amazing and engaging agents you have. Karina Swami-Chavez and Davina Nickens made my check-in memorable with their positive attitudes and helpfulness. Karina even came out from behind the counter to assist with my multiple bags!

*Mary*