

# mspnice award

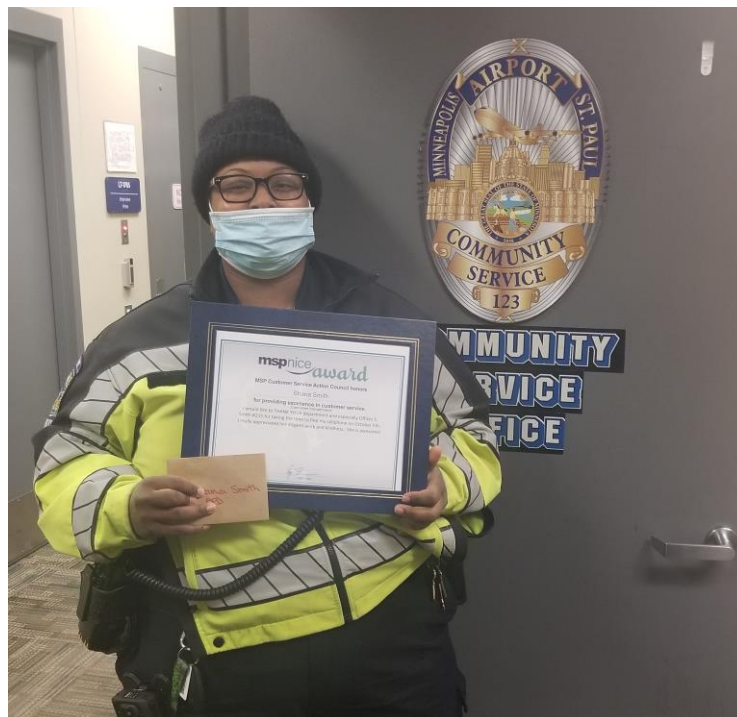
October 26<sup>th</sup>, 2020

Greetings Managers,

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



Shana Smith, Traffic Control Agent- Airport Police Department

## Customer compliment:

I would like to THANK YOUR department and especially Officer S. Smith #215 for taking the time to find my cellphone on October 5th.

I really appreciated her diligent work and kindness. She is awesome!