

August 21, 2013

Greetings Managers,

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

Way to go!

Linda Lewis,
MAC Facilities
Supervisor with
Emily Kallas,
Simply Books



CUSTOMER COMPLIMENT

I was in your store on August 3, the salesperson was Emily.

She is totally delightful and always full of excellent recommendations! I am a big library fan but whenever we travel through Minneapolis I look forward to stopping in your store and buying something that Emily has recommended. She is spot on!

Good work. We have our own business and I know how difficult it can be to find and train such excellence.

-Lori Saporito