

mspnice award

September 25, 2013

Greetings Managers,

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



Becky Zwart, MAC Concessions Manager and Sharon Adler, Senior Director, World Duty Free Group with Simply Books employee, Rachel Hillegass

★ Customer compliment:

Rachel at Simply Books was very nice. When I walked in she kindly greeted me & made me feel very welcome even though I was just looking. It was a nice experience!