

# mspnice award

October 11, 2013

Greetings Managers,

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



Phil Burke, Director of MSP Operations and Steve Holes, Assistant Manager of Passenger Services with Shamsó Gelle

## Customer compliment:

Great! Shamsó got us our hotel shuttle very quickly and in a very courteous and friendly manner.