

# mspnice award

October 28, 2013

Greetings Managers,

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



Rachael Hillegass, Simply Books with Sharon Adler, World Duty Free Group; Becky Zwart, MAC Concessions and Simply Books manager. Sarah West

## Customer compliment:

I just wanted to provide you with a bit of kudos for the two ladies that were working at Simply Books yesterday evening, Rachael Hillegass and Vanessa Gantz. I stopped in to buy a book and found the shop clean and the employees very helpful. They complimented my choice of books and offered me a bottle of water when I checked out.

Thank you for such a great shop (especially in an airport...)

-Chris Collins