

# mspnice award

September 11<sup>th</sup>, 2014

Greetings Managers,

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



Dennis Probst, MAC Executive Vice President, Laurie Roufs, MAC Manager, Airport Conference Center and Liz Grzechowiak, MAC Asst. Director Concessions & Business Development

## **Customer compliment:**

I was helped by Tammy Rader and Laurie Roufs while looking for a place to eat. They were exactly what customer service people should be.

Kind, Courteous, and Inquisitive.

They made sure they knew exactly what type of dining experience I was seeking before making recommendations.