

# mspnice award

November 28<sup>th</sup>, 2016

Greetings Managers,

One of your employees, Alexander Lerach, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Alexander for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Alexander!



Ben Kellner and Alexander Lerach, BluWire; and Isabella Rhawie, MAC Manager, CMAA

## ★ **Customer compliment:**

I had a wonderful customer experience at Minneapolis-St Paul Airport Terminal 2 that you should know about. Alexander, your sales associate, helped me select headphones for my very long trip. He patiently presented available options to meet my immediate need. With his help I selected headphones used throughout flights as well as during layovers.

*Thanks, a new Bluwire fan*