

mspnice award

September 12th, 2016

Greetings Managers,

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



Nick Maddox, Glenda Tejada, Lauren Roberts, Josh Gonzalez- Brito and Maria Brito; St. Croix Promotions & Retail, and Isabella Rhawie, MAC Manager, CMAA

★ Customer compliment:

I just wanted to take a moment to explain how thoroughly impressed I was with an experience I recently had at your Altitude store, in the MSP Airport. I had time to spare before my flight on Aug 18th so I decided to wander the airport and came across Altitude. First off, wow, what a cool store Altitude is. There were some fun and unique items in there that I'll more than likely purchase after my flight back. Secondly, hats off to Josh and Lauren for providing me with amazing customer service. When I walked in, both had huge smiles on their faces and instantly engaged me. They asked where I was flying to and then asked me if I was looking for anything in particular. They showed me numerous items that I might be interested in. I could tell that these two LOVE retail and especially LOVE helping the customer. Lastly, great job Altitude. I can tell this team takes a lot of pride in what they do! Thank you for making my experience a great one!