

mspnice award

August 18th, 2016

Greetings Managers,

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



Matt Grimm, MAC Manager Concessions & Business Development;
MaryKay Kelly and Nick Maddox, St. Croix Promotions & Retail

★ Customer compliment:

Mary Kay, I want to say, THANK YOU VERY MUCH! For sending me the Laura Hlavac turquoise XL top! How serendipitous and wonderful that you got a shipment with an XL. And thank you for a discount and the coupon! I love your store and stop there every time I'm in the airport, and so I have several Laura H long sleeve hooded tunics and skirts and am always asked where I got them....and now I can tell people about the store in Ridgedale! Yay! I've also bought jewelry that I love as well. Minnesota sure has some wonderful artists and craftspeople, and you have a great buyer!

Thank you again! And have a great week!

Carolyn Roby