

# mspnice award

August 9<sup>th</sup>, 2017

Greetings Managers,

One of your employees, Chandler Krisik, was recently awarded with THREE MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Chandler 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 Chandler!



Isabella Rhawie, MAC Manager CMAA; Chandler Krisik, Adrenaline; Nick Maddox, Harley Hutchinson, and Pady Regnier, St. Croix Airport Retail

## Customer compliment:

I just wanted to take a quick second to let you know about an exceptionally pleasant shopping experience I had at your MSP Adrenaline store last night. I was weary from a long weekend and delayed flights. I wasn't really shopping for anything but the store looked interesting so I popped in. Immediately Chandler greeted me and offered his assistance. He could tell I really wasn't there for anything specific. He made pleasant conversation and honestly brighten my spirits. I have been in talent acquisition for 20 years, I know how hard it is to find quality employees. You have one in Chandler and as your customer (yep I even bought something cute) I urge you to retain him and help him grow his career...I believe in your competitive retail environment having employees like Chandler is your competitive advantage.

Thanks for a great shopping experience.

*Cheers, Krista Cavanaugh*

I have had some great customer service both this week and last from Chandler and Raven. I fly through MSP every week and really have enjoyed stopping in the store and ended up buying a couple dresses this week and last.

Both Chandler and Raven had been so helpful and I look forward to browsing your new collections in the upcoming months.

*Cally Beiningen*

I just wanted to tell you what a wonderful experience we had with Chandler. He was very attentive and helpful. Just wanted you to know. He really went above and beyond and we were very impressed with the service at your store.

*Joanna L Lemire*