

# mspnice award

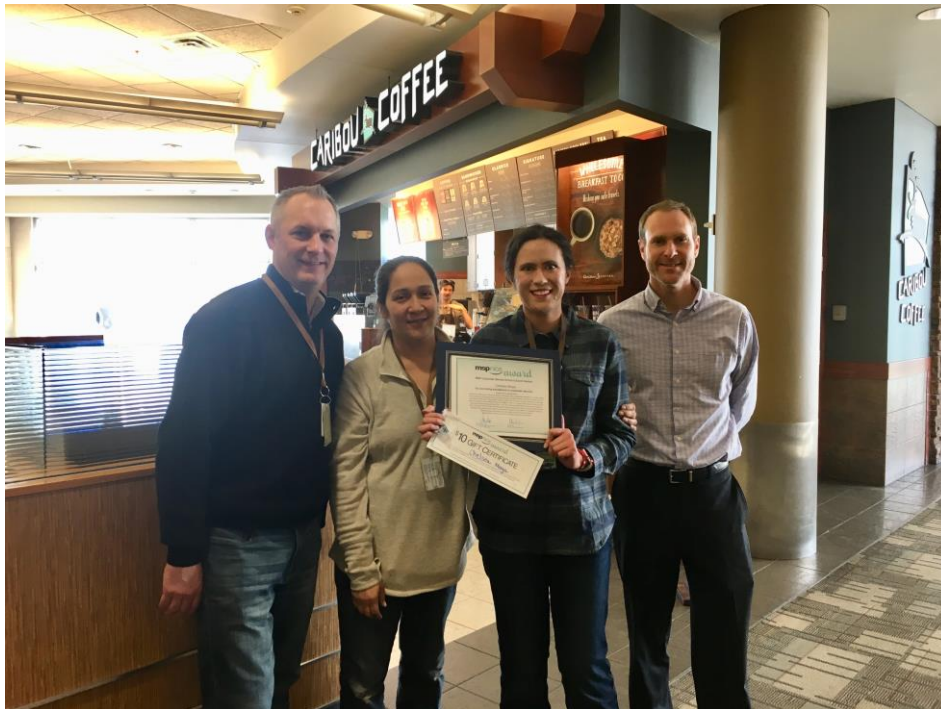
December 7<sup>th</sup>, 2017

Greetings Managers,

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



John Shabelski, Laura Keys, Chelsea Moga, Caribou Coffee, and Matt Grimm, MAC Manager, CMAA

## Customer compliment:

I wanted to write to you about one of your employees who is absolutely wonderful. I've been sitting here working on my laptop for the past hour because my flight has been delayed, and she is just an absolute joy. She made conversation with me while I got my drink, and she's talking to every single person she comes into contact with just the biggest smile. Her name is Chelsea and I think you guys just need to know how wonderful she is. She talks with each pilot about how much she wants to learn to fly and that she's been thinking about taking flying courses. She can even tell what kind of pilot/rank they are by their uniform and addresses them as "First Officer" or whatever they are. Really she's just wonderful, I'm not usually a person to write reviews. But she rocks and has made my morning so much more pleasant!