

mspnice award

November 9th, 2017

Greetings Managers,

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



John Nelson, Dufry - Hudson Group – WDFG; Isabella Rhawie, MAC CMAA;
Gloria Smith, Hudson News; and Jennifer Risch, Hudson Group – WDFG

★ Customer compliment:

A delightful exchange with Gloria at MSP Airport. She was helpful to the gentleman in front of me and when I came up next she saw that I had selected cashews and asked if I noticed the cashews with coconut which she had purchased and offered me a few to try! Also, I bought one of those cell phone holder buttons and she suggested I consider the car mount as well- which I did and bought that, too! As I left, she thanked me sincerely and wished for me a good day. Then I heard the guy behind me ask her about those phone things and Gloria kept her helpful spirit flowing!

What a great experience! Gloria made this a wonderful morning for so many

*Best regards-
Liesl Wiborg, Minneapolis*