

# mspnice award

February 16<sup>th</sup>, 2017

Greetings Managers,

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



Isabella Rhawie, MAC Manager CMAA; with John Harrison, Chiroport

## Customer compliment:

It was such a nice surprise to see a chiropractic kiosk when we got to the airport. It wasn't open, so we continued to our gate F. Wonderful surprise when we sat down & got arranged there was a chiropractor in F6!! I went over, he wasn't busy so I could get in for a treatment. And it was such a nice treatment -- stretching, 25 minutes relaxation in one of the special 'zen' chairs plus he had worked as a massage therapist for 5 years so he actually was telling me my tight muscles were a lot of my problem. Thank you, thank you for the nice addition to the various businesses in the airport! I hope this is expanded and they are put in every gate area. I may start to build more time into my layovers to seek this chiropractic care as it is different from the chiropractic care that I get back home. And we all know that travel & sitting can put things out of whack. Thank you again for this nice addition to the airport! It is now another reason that I prefer the MSP airport over Denver & other airports!