

# mspnice award

April 6<sup>th</sup>, 2017

Greetings Managers,

One of your employees, John Nelson, 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!



Rachel Smith, Aveda; Isabella Rhawie, MAC Manager, CMAA; Deanna Vogel, Aveda; and John Nelson, Dufry-Hudson Group-WDFG

## Customer compliment:

Mr. Nelson,

It was pleasure to meet and speak with you today. I just wanted to shoot you a quick email to say thank you for your kindness. I wasn't able to decide on any Packers or North Stars gear just yet, however, I did pick up the Elon Musk book that I've wanted to read.

Also, I wanted to commend you for the way in which you treat your employees. Having experienced what it's like to work retail on the front lines and also as a manager, I can see that your employees appreciate you. Again, it was good to meet you and have a brief chat -- and again thank you for your generosity. It's a shame that I won't be coming back through on my return, I'll be at Salt Lake.

*Best Regards, Jacob*