

mspnice award

June 12th, 2017

Greetings Managers,

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



Andrew Penkert and Karen Chang Dufry-Duty Free;
and Isabella Rhawie, MAC Manager Concession and Business Development

Customer compliment:

The rep for Estee Lauder was so patient and informative- she took time and was so kind. She applied makeup and taught me how to use the brushes, lipstick, etc.

I appreciate her advice and was able to purchase what I needed.

Jeanette Grannech