

# mspnice award

May 22<sup>nd</sup>, 2017

Greetings Managers,

One of your employees, Laura Torres-Pena, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Laura 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 Laura!



Isabella Rhawie, MAC Manager CMAA; John Nelson, Dufry - Hudson Group – WDFG;  
Laura Torres-Pena and Rachel Smith, Aveda