

mspnice award

October 4th, 2017

Greetings Managers,

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



Liz Grzechowiak, MAC Asst. Director Concessions & Business Development,
Laurie Roufs and Brook Williams, MAC Airport Conference Office

★ Customer compliment:

I'm serious when I say that working with your group was literally the easiest, most seamless experience I've ever had in meeting/event planning. I've worked with major hotel chains down to parks and recreation departments and you were all the easiest to reach, the friendliest to work with, and everything went off as planned. Thank you so much again! Please pass my 'thanks' along to Brook, who also helped the day of!