

mspnice award

February 9th, 2017

Greetings Managers,

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



John Nelson, Dufry - Hudson Group – WDFG; Isabella Rhawie, MAC Manager CMAA;
Mercy Weldemanuel and Barb Daniels, Hudson News

Customer compliment:

Thank you to Mercy at the concession store who chased after me when you found the Sudafed I needed for my sinus infection and to Momina who was so helpful when I knocked over an entire display at the cash register.

Kindness, helping each other, hope for the world.