

mspnice award

November 14th, 2017

Greetings Managers,

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



Lori Enger, Audrey Johnson, Monica Mills, Nick Maddox, St. Croix Retail; Isabella Rhawie, MAC; and Harley Hutchinson, St. Croix Retail

Customer compliment:

Hello. Just found your contact information on my desk, and realized I needed to send a belated KUDOS to Monica Mills, for her great service at the MSP airport late on Friday, September 8th.

She did a great job helping me pick out the perfect candy decorations for a cake that I was making and was kind enough to let me sample one of the champagne gummi bears!

Great customer service! (That is rare these days).

Jill