

# mspnice award

October 13<sup>th</sup>, 2017

Greetings Managers,

One of your employees, Rachard Hemphill, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Rachard for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Rachard!



Roy Loran and Rachard Hemphill, Delta Global Services; with Phil Burke, MAC Director of Operations

## Customer compliment:

At Delta Gate C11: Des Moines flight number DL4491, your employee at the gate have been so helpful and kind. I had flown from Glasgow -Amsterdam - Minneapolis but my Glasgow flight was delayed and I missed my connection to Minneapolis which caused me to get into Des Moines at 9pm. I believe the young man's name is Rachard, he was able to get me onto the earlier Des Moines flight so I could surprise my mom for her 60th birthday!!

He is definitely an asset to your MSP Delta team and I hope he gets the positive recognition he deserves!

*Kind regards, Tiffany Conway*