

# mspnice award

August 16<sup>th</sup>, 2018

Greetings Managers,

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



Meron Taddese and Alem Bekele, News Stand; Isabella Rhawie, MAC Manager, CMAA; and Nick Maddox, St. Croix Airport Retail, Inc.

## Customer compliment:

- ★ I am a constant business traveler that comes through Minneapolis not often but not infrequently and I just wanted to let you know what a fabulous employee you have in Alem. I stopped in that store and I've stopped in there before because I love the Kombucha and it's rare than an airport would have that and nowhere else in the airport would have it. She's waited on me before, she waited on me today. She's so lovely, she's so nice, so friendly, helpful, efficient, very warm and a very different experience than I typically have, not only in airports, but just anywhere in retail. I asked her if I could call her manager and let them know that she is a wonderful employee. I am a boss as well, plus a customer care trainer- and I know what good service is and I want to let you know you have a great employee.