

# mspnice award

September 27<sup>th</sup>, 2018

Greetings Managers,

One of your employees, Danny Givens, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Danny 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 Danny!



Liz Grzechowiak, MAC Assistant Director, CMAA; Danny Givens, DG Express Shoe Shine; and Naomi Pesky, MAC Vice President, Strategy & Stakeholder Engagement

## Customer compliment:

\*\* Just got a great shine from Danny Givens at Terminal 1. Other vendors all clearly knew him and I enjoyed the conversation. Certainly a personable guy providing a great service. As I told him, getting a good shine is similar to getting your nails done. It's a little indulgence that provides a break from the "real world". Thanks Danny for giving me that break and providing a great shine. Thanks to the MAC for giving a local owner-operator a chance to make a buck.

\*\* I try to stop by Danny Given's shoe shine station when I have time before a flight. Danny represents all that is great with the airport. Enthusiastic, always a smile! Lifts my da. He is an asset to the airport.