

mspnice award

June 8th, 2018

Greetings Managers,

One of your employees, Danny Givens, was recently awarded with an MSP Nice Award. 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!



HaeEun Park, MAC CMAA; Danny Givens, DG Express Shoe Shine; and Kate Webb, MAC CMAA

Customer compliment:

I recently received some excellent customer service from Danny Givens of DG Express Professional Shoe Shine. It was so over the top that I wrote a blog article about it. I bring this to your attention for two reasons:

First, to alert you to the fact that Danny has elevated shoe shine services at MSP. He and his people have brought some life and character back to that service area which was formerly lifeless (and continues to be at the non-DG Express stands). I hope that you will do what you can to keep Danny and his team there.

Second, I know Danny, the "Mayor of the Main Mall," and DG Express is an excellent yet simple example of what you are endeavoring to do at MSP.

Telling his story may accomplish your goals as well as help him.

Thank you for listening. Brent