

# mspnice award

March 22<sup>nd</sup>, 2018

Greetings Managers,

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



John Hewitt, Travelers Assistance Shift Supervisor, and Jane Zaspel, Travelers Assistance Shift Supervisor

## Customer compliment:

Carole, John Hewitt and Stephen went out of their way to help me today. I messed up on a printing project and John provided exceptional service to help me even though they were about to close. I appreciated it very much!