

mspnice award

December 13th, 2018

Greetings Managers,

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



Isabella Rhawie, MAC CMAA; Andrew Penkert, Jasmine Vongsavanh, and Karen Chang, MSP Duty Free; and John Nelson, Dufry - Hudson Group - WDFG

★ Customer compliment:

I was waiting for a plane to Chicago and stopped by the Duty Free. You have the best employees! I stayed and had a great time. Bought some make up. Karen and Jasmine are wonderful. Give them a raise!

Cheryl Mashthorpe