

mspnice award

June 18th, 2018

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; Laura Torres Pena and Rachel Smith, Aveda; and John Nelson, Dufry. Hudson. WDFG

Customer compliment:

- ★ Laura, I met you on Saturday at the airport. I just want to thank you for being so kind to me and hugging me when I told you about my mom. I love these skincare products.
- Thank you!