

mspnice award

March 16th, 2018

Greetings Managers,

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



John Nelson, Dufry - Hudson Group – WDFG; Naomi Mesfin, Author's Bookstore;
Isabella Rhawie, MAC CMAA

Customer compliment:

I just shopped at your store at MSP airport and the service was fantastic. My 7 year old son took forever to decide and tipped something off a shelf. The clerk, Naomi based on my receipt, was extremely kind and patient. I was very impressed.

Thank you!

Kjersti Armstrong