

# mspnice award

October 29<sup>th</sup>, 2018

Greetings Managers,

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



Richard Drews, Kiehl's; with Isabella Rhawie, MAC Manager, CMAA

## Customer compliment:

A few hours ago I visited Kiehl's store at the Airport. Want to give a huge shout out to Galina and Richard for the help they provided. They made my shopping there nice and easy. It's great that you have such positive and professional assistants!!