

# mspnice award

November 6<sup>th</sup>, 2018

Greetings Managers,

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



Roosevelt Muhammad, DG Express Shoe Shine; with Larina DeWalt, MAC, Manager CMAA

## Customer compliment:

I wanted to let you know that I really appreciated the great customer service from Roosevelt in the shoeshine shop! His positive can-do attitude really made my day and added to my positive experience at MSP!