

# mspnice award

December 21<sup>st</sup>, 2018

Greetings Managers,

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



Phil Burke, MAC Assistant Director, Customer Experience;  
and Shelly Lopez, MAC Supervisor, Customer Experience

## Customer compliment:

We went on the navigating MSP tour with our autistic grandkids. The tour guide was excellent. The tour was a great experience. Everybody was so kind and helpful. An awesome experience!