

# mspnice award

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

Greetings Managers,

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



Roxanne Viska, HMS Host; Skylar Atkins, Dairy Queen; Butch Howard, HMS Host, and Liz Grzechowiak, MAC Assistant Director, CMAA

## Customer compliment:

I would like to nominate Skylar from the Dairy Queen on Concourse C for an MSP Nice Award. After leaving the MSP Employee Art Show, my daughter and I stopped at Dairy Queen for a celebratory ice cream cone. It was close to close however Skylar was immediately attentive to her needs. He met us with the warmest of welcomes and engaged my daughter about the award she was carrying and made quite the delightful scene for her when he learned that she had won. He announced to his coworkers and they all came to congratulate her. She would like everyone to know "Skylar is a nice guy!" Thank you Skylar for your awesome service and passion! You really made this little lady feel very special.

These emoji stickers are to you from Ellie (Age 5)

