

# mspnice award

January 19<sup>th</sup>, 2018

Greetings Managers,

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



Isabella Rhawie, MAC CMAA; Susy Lundquist and Brittany DeRienzo, XpresSpa

### **Customer compliment:**

I just wanted to give some quick feedback re: the massage I received from Susy at MSP airport yesterday. I have had over 100 massages in my life, and I have rarely been as impressed as I was with Susy's work. Though it was only a 15-minute massage, I left that chair feeling incredible! Her force was strong, and she seemed to have a great sense of how to target tight spots and get them moving again. Sadly, I live 1500 miles away from MSP, but if I ever find myself there again during a flight layover, I'll make sure to check her out again – and opt for 30 or 45 minutes next time!

*Sincerely, John Lenz, Saskatoon, SK, Canada*