

mspnice award

January 12th, 2018

Greetings Managers,

One of your employees, Wesley Welshans, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Wesley 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 Wesley!



Audrey Johnson, Glenda Tejada, St. Croix Retail; Isabella Rhawie, MAC; Wesley Welshans, Raven Ousely- Brown, Lauren Roberts & Nick Maddox, St. Croix Retail

Customer compliment:

**To help recall, with my arthritis, you found an extra pump and cut the straw to fit the bottle of lotion I wanted- thank you. You shared your story of your grandmother and I can tell from that kindness she did a great job raising you. I will be delighted to see you when I fly back through after the New Year.

Season's Greetings and bless you, Ruthy

**I was flying with my daughter to California and you helped us with a gift for my mother. I want to let you know that your kindness and aura beam out of you like sunshine. I gave you a small idea of what I am going through right now, and your honest kindness, and the hug you knew I needed helped me in a way I can't explain really. I know you gave me your card so that when I fly through I can find you if you're in the airport, but I had to genuinely thank you for your true kindness. Thank you and I hope to see you when we fly back through to Chicago.

Anne Guthrie