

# mspnice award

July 16, 2019

Greetings Managers,

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



Isabella Rhawie, Manager – Concessions & Business Development, Saba Wolde, New Stand, Bruktait Kebede. New Stand. Nick Maddox, Director of Retail Stores

## Customer compliment:

Hey just a shout out to the lovely ladies working at the New Stand on the E terminal. They were so nice and helpful!

They were both very polite and attentive. It was a pleasure to be served by them and I know they will serve other passengers well too.

Thanks!  
-Catherine