

# mspnice award

April 18<sup>th</sup>, 2019

Greetings Managers,

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



Matt Grimm, MAC Manager, CMAA; with Katie Unertl, Words

## Customer compliment:

Katie noticed me looking at children's books and helped me out a lot, giving her recommendations for books she thought my autistic brother would like. She was super kind and attentive.