

# mspnice award

January 24<sup>th</sup>, 2019

Greetings Managers,

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



Travis Schuckert, MAC Public Affairs and Marketing; and Rachel Lovejoy, MAC Public Affairs and Marketing

## Customer compliment:

I am writing to send the most sincere thank you to Rachel for sending the Santa package to my children. We had a layover at MSP at the beginning of this month.

My children both wrote letters to Santa and dropped them in the mailbox. A couple of weeks later they received the Santa package. My 9 year old is nearing the end of his believing years so it was so great to see his mouth drop open as he explained to his sister that Santa had sent them a package! I am so very grateful to Rachel for taking the time to make our day.

A gesture like this truly embodies the spirit of the season!

*Sincerely, Peggy Daubenspeck*