

# mspnice award

May 8<sup>th</sup>, 2015

Greetings Managers,

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



Isabella Rhawie, MAC Manager, Concessions & Business Development;  
Betelhem Shahebo, World Passage Duty Free (WDFG); and John Nelson, WDFG

## ★ Customer compliment:

All the associates are wonderful at this store. Above and beyond- they do that for me, the customer! All true professionals. Betelhem has the most welcoming presence with her radiant smile- where she shines! She serves not only me, but so many others in the store!