

mspnice award

May 8th, 2015

Greetings Managers,

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



John Nelson, WDFG; Mari Granderson-Lewis, Author's Bookstore (WDFG); and Isabella Rhawie, MAC Manager, Concessions & Business Development

★ Customer compliment:

I flew into MSP early on this Sunday morning, and stopped by Authors near Gate C1. Your employee, Mari, was terrific. Very pleasant, and incredibly knowledgeable. I picked her brain for some suggestions for older teenage boys, and she made several excellent recommendations. She was able to comment on appropriateness for certain audiences, and is clearly well-read. I'm a librarian, and felt like I was talking with a colleague! I honestly hadn't intended to buy anything, because I can access books elsewhere, but I purchased something simply because she was so terrific. Give this woman a raise, or a promotion! She was fantastic. :-)

Lisa Petrie Amherst, NH