

# mspnice award

March 15<sup>th</sup>, 2023,

Greetings Managers,

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



Diana Barber and John Hewitt, Travelers Assistance

## Customer compliments:

I want to tell you how much my daughter and I enjoyed our Navigating experience yesterday. We were paired with Diana and she was wonderful! She and Erin chatted all afternoon and when she learned that we tend to fly in and out of T2, she offered to go over there with us after the program ended at T1. We did that and Erin left feeling so much more confident about our upcoming travel day.

Thank you for offering such an amazing opportunity to those who need it! I really appreciated you being able to get us in on such short notice.

*Mary*