

mspnice award

December 16, 2013

Greetings Managers,

Two of your volunteers, Bob and Carol Ostrowski, were recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize them for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 Bob and Carol!



Bob and Carol Ostrowski, Travelers Assistance with Phil Burke, Director of MSP Operations

Customer compliment:

I was traveling outside the USA and I was supposed to mail a returned book which I completely forgot due to my flight scheduled time (time factor), but I was directed to a couple that were outstandingly helpful and nice enough to accept the book without hesitation, even though they don't know me. I am very grateful and highly wish everybody would be as nice as they are.

-Ndidi Ologun