

# mspnice award

February 14, 2014

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 Bob and Carol 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!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Travelers Assistants Bob and Carol Ostrowski

## Customer compliment:

Carol and Bob - Cutest couple ever. Very helpful - Keep them around!

*- Jana Sund*