

mspnice award

February 28, 2014

Greetings Managers,

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



Travelers Assistant, Dottie Krueger, with Frank Gray, Travelers Assistance Staff Supervisor

★ Customer compliment:

My passport dropped out of my coat pocket during check in and I didn't find out until I got to gate B. Dottie was a volunteer at C-12 information booth and was a great help getting it back, despite some phone connection problems. She even had the passport delivered and got me to a rebooking agent. Thanks to Dottie for helping a tourist in need!

-Gordon Prucell