

# mspnice award

March 14, 2014

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations with Travelers Assistant, Mary Ann Gaug

## **Customer compliment:**

My experience was not good until two volunteers (Mary Ann Gaug and Alan Bode) helped me get a charter bus to Duluth and one pushed me in a wheelchair all the way to where the bus picked me up. I'm 85 years old and handicapped and I don't know what I would have done. They really were angels.

*-Constance Heise*