

# mspnice award

March 21, 2014

Greetings Managers,

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



Jeff Nawrocki, Assistant Director, MSP Operations/Facilities with Carol Ostrowski, Travelers Assistance

## Customer compliment:

I got to the help desk angry about the treatment I received by an airline and found Carol who helped me in an efficient, friendly manner to settle me down. She was extremely helpful and I felt much better when I left her desk.

*-Margaret Wells*