

# mspnice award

March 25, 2014

Greetings Managers,

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



Jeff Nawrocki, MAC Assistant Director, MSP Operations/Facilities with Lorraine Holm, Travelers Assistance

## Customer compliment:

A volunteer, Lorraine was very nice and helpful. My mother came and has memory loss and gets confused. Lorraine was so kind and helped her wait for us and use the telephone.

Thank you,

*-The Perry Family*