

# mspnice award

March 27, 2014

Greetings Managers,

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



Phil Burke, Director, MSP Operations with Travelers Assistant's Barb Kaster and Carmela Giardina

## **Customer compliment:**

Really appreciate the availability of people mover carts for airport patrons! Not all airports do this - huge plus for MSP! Thanks!!!

Also... the information ladies are awesome! Carmela & Barbara were very helpful.

*-Eileen Gray*