

# mspnice award

March 31, 2014

Greetings Managers,

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



Jeff Nawrocki, Assistant Director, MSP Operations/Facilities with Travelers Assistant, Erma Kelly

## Customer compliment:

My wife tore up all my flight information because she didn't want me to go to treatment. Erma K. was very sweet and tried to help me as much as she could. I missed my flight and she helped me get in touch with my tribal chairman. I appreciate the help and concern she showed for me.