

# mspnice award

May 7, 2014

Greetings Managers,

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



Phil Burke, Director, MSP Operations with Shirley Lo, Alaska Airlines

## Customer compliment:

Shirley Lo and the entire Alaska Air ticket agent team when we checked in were spot on!! When we arrived, we were doing self-check-in and they heard us talking about getting our seats together, as we weren't able to when we made the reservations. They brought us over and got us taken care of with smiles and thank yous. Very impressed!!