

# mspnice award

May 19, 2014

Greetings Managers,

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



Nikki Edwards, Travelers Assistance

## Customer compliment:

Nikki and Lynn were so helpful. I left my hat before a sunny trip at the bag drop. They went out and retrieved it for me and were so kind about it. Great Job!

- Colene Blank