

# mspnice award

July 3, 2014

Greetings Managers,

One of your employees, 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!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Barb Kaster, Travelers Assistance

## Customer compliment:

Carmela Giardina and Barbara Kaster need to run the tourist bureau! They are SO happy!!!! I will make a trip to the Twin Cities because of them!

- Emily Newcomb