

# mspnice award

July 3<sup>rd</sup>, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Penny Zeissman, Travelers Assistance.

## ★ Customer compliment:

Our flight was delayed 6 hours and we had lots of time to kill at the airport. We had our granddaughters, ages (13 & 9) with us who were travelling for the first time. We stopped at your information booth where we met Penny. She was so nice! She talked to us for the longest time, telling the girls all about Orlando and getting them excited. She took an interest in them personally. We wanted to connect with her when we got back to let her know what a great time we had and to thank her for her kindness.

- Steve and Sandy Miller