

mspnice award

July 14th, 2014

Greetings Managers,

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



Jeremy Mealer and Vel Bostic, Delta, with Phil Burke, MAC Director, MSP Operations

★ Customer compliment:

Edna suffers from a physical challenge and walks with a cane. As she was leaving the Travelex counter she needed to stop and take a rest. Delta employee, Vel Bostic saw Edna struggling. Vel approached Edna and introduced herself. Edna explained to Vel that she came to the airport to cash in her foreign currency and was trying to return to her vehicle. Vel obtained a wheelchair for Edna and took her to her vehicle in the Terminal 1 parking while displaying a cheerful, respectful and professional attitude.

I explained to Edna that Vel Bostic was voted 2014 MSP employee of the year. Edna said, "Well, I'm not surprised."