

# mspnice award

July 21<sup>st</sup>, 2014

Greetings Managers,

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



Shannon Gale MAC, Assistant Manager, Facilities with Marilyn Quilling, Travelers Assistance.

## ★ Customer compliment:

Marilyn Quilling at the information place near the baggage claim area for Delta was a life saver. I lost my confirmation for the car rental and forgot which company my travel agent booked for me. Marilyn called 4 rental agencies until she found the correct one. She was very pleasant and patient with me.

*Judith Ancell*