

# mspnice award

October 20<sup>th</sup>, 2014

Greetings Managers,

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



Catherine Peterson, Travelers Assistance Staff Supervisor with Dee S. of Travelers Assistance

## ★ Customer compliment:

Dee helped us get our grandmom off to her flight. We would have been stuck here without Dee's help! Thanks a million! Outstanding help and support to get her back home to Denver!