

# mspnice award

October 31<sup>st</sup>, 2014

Greetings Managers,

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



Shannon Gale, MAC Assistant Manager, Facilities with JoAnn Conney, Travelers Assistance

## ★ Customer compliment:

JoAnn C. was wonderful and very helpful. When my brother and I needed help to locate the hospital my very ill sister was in, she made phone calls, got info, and escorted us to the rental car area, and was very caring.

Thank you JoAnn C!