

# mspnice award

January 13<sup>th</sup>, 2015

Greetings Managers,

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



Elayne Gilhousen, Travelers Assistance, with Shannon Gale, MAC Facilities Assistant Manager

## ★ Customer compliment:

Elayne, Great customer service.  
Thank you for your help at the Minnesota  
airport.  
*Mr. Singh*