

mspnice award

January 7th, 2015

Greetings Managers,

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



Barb Kaster, Travelers Assistance, with Jeff Nawrocki, MAC Asst. Director, MSP Operations/Facilities

★ Customer compliment:

Barb was most helpful and super nice. She told me fun local stories! I watched her help other customers- she knows everything!