

# mspnice award

December 21<sup>st</sup>, 2015

Greetings Managers,

One of your volunteers, Bob Kozar, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Bob for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Bob!



Bob Kozar, Travelers Assistance; with Linda Turner, MAC Facilities Supervisor

## ★ Customer compliment:

Bob Kozar, He went above and beyond. We had gone to the exit to smoke. The last airport we were at told us we only needed our boarding pass to get back through security. My sis and I left everything with a 3rd sister while we went out except our boarding pass. We could not get back through. Other than being told to go to the information desk, no one else offered any help. No one was at the information desk. Bob came by and offered to go to gate G21 and gather ID's from our sister for us. We were so appreciative. Don't know what we would have done without him. God bless you Bob!