

mspnice award

January 30th, 2015

Greetings Managers,

Two of your volunteers, Bob and Carol Ostrowski were recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Bob and Carol for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 and Carol!



Carol and Bob Ostrowski, Travelers Assistance, with Isabella Rhawie,
MAC Manager Concessions & Business Development

★ Customer compliment:

EXCELLENT! Helped me get settled into a hotel when my flight was cancelled. Very nice and accommodating people.