

# mspnice award

December 22<sup>nd</sup>, 2014

Greetings Managers,

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



Bonnie Laird, Travelers Assistance, with Linda Turner, MAC Facilities Supervisor

## Customer compliment:

To Bonnie Laird, the most loyal, devoted, and knowledgeable Green Bay Packer supporter: Again, a heap of thanks for all your help, courtesies, and competence given to a distressed passenger at the Minneapolis Airport on Wednesday, November 12, 2014. Thanks to you, even without luggage and personal items, I spent a comfortable stay at the Hilton Hotel, including a very good dinner experience.

With the "magic" of Delta Airlines, I was able to obtain a delayed flight to San Antonio the next morning. And after a short wait at the San Antonio Airport, I was picked up by my nephew for the 30 mile ride to my home in Boerne, Texas. My nephew lives not far from Boerne, and although younger, he is every bit a passionate Packer fan as his Wisconsin elders. Both of us being alumni of the University of Wisconsin, we are also long-time Badger supporters. All best wishes for the coming holidays, a lasting thank you, and GO PACKERS!