

mspnice award

May 9th, 2016

Greetings Managers,

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



Carol Ostrowski, Travelers Assistance;
with Amanda Greene Guentzel, MAC Manager, Public Affairs & Marketing

★ Customer compliment:

Carol and Bob were FANTASTIC!

They really helped- especially Carol! My phone wouldn't work and she let me borrow her to call my company and now it works! They were kind, warm and very human.

Thanks!!!