

# mspnice award

December 15<sup>th</sup>, 2015

Greetings Managers,

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



Rick Valentino, MAC Facilities Manager; with Connie Davis, Travelers Assistance

## ★ Customer compliment:

My experience was amazing, I left my prescription glasses in a rental car and Connie at the Information Booth went above and beyond to help us contact rental cars. She even waited with us until the employee came through security with them to make sure we received them. She is an excellent example of fine customer service that you do not often see nowadays.