

# mspnice award

March 30<sup>th</sup>, 2015

Greetings Managers,

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



Rick Valentino, MAC Facilities Manager; with Elizabeth Grundner, Travelers Assistance; and Kurt Marka, MAC Facilities Supervisor

## ★ Customer compliment:

A volunteer who helped me- Can't rave about her enough. Very patient and kind, she let me use a phone line and provided valuable information to make my layover/cancelled flight situation more bearable. Thankful for her!