

# mspnice award

May 29<sup>th</sup>, 2015

Greetings Managers,

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



Ginny Clark, Travelers Assistance,  
with Amanda Greene Guentzel, MAC Manager Public Affairs and Marketing

## ★ Customer compliment:

Thank you to everyone involved in the Navigating Autism program. Our family thoroughly enjoyed the time spent at MSP. Everyone was so patient and helpful, from the Fraser staff, to security, to airport staff. It was comforting to hear first-hand flight experiences from Captain Rich and the other pilot. Ginny, our guide, was so knowledgeable and patient with Gabe. She was willing to take time to answer all his questions, and even rode the escalator up and then back down again so we could take the elevator back up - to give our small town family every experience possible at the big city airport. We sure gave her a workout.

Gabe has positive memories of the visit and we have lots of photographs to help him recall the experience. We are more excited about the possibility of visiting family on the west coast.

*Thank you all again,  
Jen LaCroix and family*