

mspnice award

May 9th, 2016

Greetings Managers,

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



Jan Rainey, Travelers Assistance;
with Jane Zaspel, Travelers Assistance Shift Supervisor

★ Customer compliment:

I came to Travelers Assistance Central for help, trying to make a Hertz Rental Car reservation. Jan R was on duty. She was a great greeter and made several calls for me, a big help. A very personable lady with a big smile and laugh. Thank you!