

# mspnice award

April 7<sup>th</sup>, 2016

Greetings Managers,

One of your volunteers, Joe O'Connor, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Joe for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Joe!



Joe O' Connor, Travelers Assistance, with Jane Zaspel, Shift Supervisor, Travelers Assistance

## Customer compliment:

Volunteer Joe provided blankets and pillows for our tired family as we spent the day in the airport due to mechanical problems. He was our guardian angel and came to check on us an hour later. We were resting comfortably and kids were napping. Joe made our day-  
Thank you!