

# mspnice award

August 25<sup>th</sup>, 2015

Greetings Managers,

One of your employees, Kim Nguyen, was recently awarded with an MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Kim 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 Kim!



Kim Nguyen, MAC Landside Operations;  
with Atif Saeed, MAC Asst. Director, Landside Operations

## Customer compliment:

On 6/25/15, I returned from CA through MSP Airport. I took a cab home from the airport. Unfortunately my bag with all my medicine was left in the cab. I called and talked to Philip Freeman and told him my problem. He said he would check with the cab service. I called the office again and talked to Kim she said my bag with all my medicine was found. Kim came to my house in Eagan at 12:30AM to return my medicine! I want to thank them again for the kindness that was extended to me. If the world had more people like them, we would all live in a better place.

*Sincerely, Irene Look*