

# mspnice award

October 20<sup>th</sup>, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations, with Sue Nicholson, Travelers Assistance

## ★ Customer compliment:

I would like to say that these 2 ladies walked me all the way from Terminal 2 to Terminal 1. I am so thankful for their kindness.

Thank you,  
*Karen Siefkes*