

# mspnice award

May 24<sup>th</sup>, 2016

Greetings Managers,

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



Patrick Hogan, MAC Director, Public Affairs & Marketing; Sandra Ottley, Travelers Assistance; Willie Jones, Travelers Assistance Shift Supervisor

## Customer compliment:

Dear Mr. Jones,

Thank you for your kindness and thoughtfulness. I had resigned myself to another expensive lesson learned... To have to pay a high price at the rental agent for insurance after having already purchased it online. When the flight attendant came to me with a sheaf of papers, I assume she wanted me to do a survey. Then I saw it was the insurance voucher. You and your volunteer (Sandra Ottley) had already made my day by your willingness to help. Getting the papers printed was a bonus.

*Thank you so much!*

*Dr. Jane Scott*