

# mspnice award

April 17<sup>th</sup>, 2015

Greetings Managers,

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



Starr Vann, Kim Nguyen, and Patty Cusack, MAC PSA's, Landside Operations;  
with Arline Johnson, MAC Assistant Airport Director, Landside Operations

## ★ Customer compliment:

Starr helped me when I realized I had two items that could not pass through TSA Security. I had no bags to check so I couldn't transfer them to the bags. Starr offered to hold them at the Info Desk until I returned 3 days later. I received my item when I returned. Thank you Starr!