

# mspnice award

February 17<sup>th</sup>, 2016

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!



Wendy Lauber, MAC Landside Operations Manager; Cynthia Stevenson, Starr Vann, and Phillip Freeman, MAC Landside Operations; and Phil Burke MAC Director of Operations

## Customer compliment:

What a treat! So here I am; a lost traveler from Atlanta. It seems, today, everyone around me is also lost, but when we can't find our way home, sometimes one has to use the North Star. It was only fitting a nice women named "Starr" guided me today. When everyone is stressed and worried, she is there to smile and calm them. Thank you!