

# mspnice award

March 30<sup>th</sup>, 2015

Greetings Managers,

One of your volunteers Stephen Carlson, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Stephen for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Stephen!



Stephen Carlson of Travelers Assistance, with Shift Supervisor Judith Brant

## ★ Customer compliment:

I was stranded at the MSP Airport while traveling with a 10 week old puppy. We had missed our connecting flight to SFO. I am not a seasoned traveler and had never had this happen before. I was very upset and had no sleep for 40 hours. A man named Stephen at Travelers Assistance spent a lot of time helping me find a hotel that would take my puppy that I could afford. Without his help I don't know what I would have done.

*Thank you!  
Joy*