

# mspnice award

December 23<sup>rd</sup>, 2014

Greetings Managers,

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



Tammy Waade, Air Serv, with Jeff Nawrocki, MAC Asst. Director, MSP Operations/Facilities

## ★ Customer compliment:

We missed our connecting flight by just minutes. When Tammy saw me running through the airport with three small children, she immediately offered assistance. Although we didn't make our flight, she helped us get new flight info, showed us where our new gate was, showed us a nice play area for the kids, and gave us dining options. Tammy helped turn what could have been a long grueling night into a more pleasant experience. She went above and beyond our expectations!

**Thank you!**