

# mspnice award

October 4<sup>th</sup>, 2021

Greetings Managers,

Two of your volunteers, Wendy Hitch & Getty, were recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Wendy & Getty for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 Wendy & Getty!



Wendy Hitch & Getty, Travelers Assistance, with Katlyn Schenck, MAC

### **Customer compliment:**

I want to say how happy and calm it made me to see Getty, the dog from “pet me.” It was the highlight of my day!

I want to congratulate you for having these type of programs that work for absolutely all people. I will be very happy to see Getty, or any other therapy dog, when I have the chance to come back to this airport again.