

June 11, 2013

Greetings Managers,

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

*Way to go!*

Shannon Gale,  
Assistant Manager-  
MAC Facilities with  
Amy Nelson



### CUSTOMER COMMENT

My friend left her cell phone on top of a toilet tank. Her husband's funeral was the previous Saturday. We made arrangements for her to fly down, change clothes, and spend the day at the Minnesota State Fair for a distraction. It was while changing she misplaced her phone. I went back to see if it was there, thinking slim chance. Amy was cleaning the restroom. I said hello and she immediately said, "Did you lose your phone? It's right there on my cart". She saved my friend a lot of grief by being honest. Amy deserves some commendation and acknowledgement from her employer!

-Kellie Kaml