

# mspnice award

January 29, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Catherine Peterson, Travelers Assistance

## ★ Customer compliment:

We contacted Travelers Assistance and arranged with Catherine Peterson and Sally Schlosser's help to use the comfort room near C1 (Gate). Our mother, Marjorie, (85 years old) was able to rest for 1 1/2 hours in-between flights. Thank you for your prompt care and concern during our visit; we greatly appreciated your hospitality and service in our time of need. With gratitude,

-Jane Lessman, Marjorie Torpen, Sandra Smith