

# mspnice award

January 8, 2014

Greetings Managers,

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



Travelers Assistant, June Larson with Jeff Nawrocki, Assistant Director of MSP of MSP Operations/Facilities

## ★ Customer compliment:

After I entered the baggage claim area I realized I'd left my I Phone in the women's bathroom closest to gate C1. A volunteer named Judy jumped right in and called another friend "June" upstairs to help. After describing where I left the phone, June promptly went and got the phone and brought it down to me. My two guardian angels! These two ladies are to be commended for their unselfish acts of service!! Thank you SO much!!

*-Karen Walchak*