

July 18, 2013

Greetings Managers,

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

*Way to go!*



Arlie Johnson, Assistant Airport Director, MAC Landside Operation and PrimeFlight Aviation Services Manager, Jeffrey Cook with Claudia Young

### CUSTOMER COMPLIMENT

Thank you so much for your terrific workers. Ms. Young is so kind, helpful, and patient. I am handicapped in an unusual way & must wear a mask. I also travel with a child. Ms. Young helped our family 2 weeks ago and remembered us! With an ill child and luggage, we made it through because of Ms. Young's help. We thank you and Ms. Young especially for her cheery assistance. It was a balm to the weary traveler.

-Catherine Young