

# mspnice award

September 24, 2013

Greetings Managers,

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



Phil Burke, MAC, Director of MSP Operations with Nancy Stefan, Travelers Assistance

## Customer compliment:

Nancy Stefan was so helpful and friendly, giving lots of brochures, information & finding answers to my questions.