

# mspnice award

October 11, 2013

Greetings Managers,

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



Phil Burke, Director of MSP Operations and Steve Holes, Assistant Manager of Passenger Services with Heidi Sagerer

## ★ Customer compliment:

We had a long, exhausting day - finally arriving at Minneapolis, Terminal 2. Nothing was open - we were hungry & thirsty - I tried the vending machines - no go - would not accept my money - Then I met Heidi.

She tried to help me with the machines - No go - She then went to her car, got out energy bars and water - I tried to pay her - she would not accept my money - only my gratitude.

If our world was made up of more people like Heidi, what a wonderful place we would have.

*-Jane & Paul Hansen*