

# mspnice award

October 15, 2013

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations with Rita Walker

## Customer compliment:

Rita was amazing & made me want to return to your great city. So fun & helpful! Thank you!

*-Lona Buchan*