

# mspnice award

October 18, 2013

Greetings Managers,

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



Travelers Assistant, Lorraine Potts with Phil Burke, Director of MSP Operations

## Customer compliment:

While travelling through the MSP airport yesterday I had the pleasure of meeting and talking with Lorraine Potts, one of the volunteers at one of the information kiosks in Terminal 1. It was a most delightful and enjoyable experience visiting and talking with her. Not only do people like Lorraine add value to your city and your airport, she just seemed to be a gem and a treasure to the human experience in general. My encounter was brief, but I took away something positive, along with some stamps for some postcards. When things and systems fail, many are quick to send notes and voice their displeasure and good things go unnoticed. I had to take a moment to change that norm and let you know how wonderful she is and that her efforts should not go unnoticed. Lorraine made my long traveling day so much better.

*-Bob*