

# mspnice award

October 18, 2013

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations with Travelers  
Assistant Dottie Krueger

## ★ Customer compliment:

Thank you very much for having a Mother's Room available for travelers. I know there is always a premium on space in the airport, but as a mother of two girls and a frequent business traveler I greatly appreciate the room. The information booth volunteers are lovely as well - Dottie K. is very helpful with unlocking the room. Much appreciated!

- Stephanie Farnia