

# mspnice award

October 31, 2013

Greetings Managers,

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



Travelers Assistant, Ginny Quattlebaum with Shannon Gale,  
Assistant Manager, MAC Facilities

## Customer compliment:

Ginny Quattlebaum is a very awesome assistant. She was too much. I didn't know her before, but she took my complaints and helped me from the beginning to end - She made sure I got the help I needed. In short she took it as her own complaint and therefore found a solution.

-Helen