

mspnice award

November 19, 2013

Greetings Managers,

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



Jeff Nawrocki, MAC Assistant Director of MSP Operations with Sally Schlosser, Travelers Assistance

Customer compliment:

I just didn't want the weekend to go by without sending a sincere "thanks" for the fantastic *Navigating Autism* experience we had on Saturday. Our tour guide, Sally was helpful and just terrific.

Sam and I are very excited about our trip to Las Vegas next Monday and I know that this airport *test drive* has really lessened any concerns we may have had, and given us the confidence to know what airport services are available to us if we need them. Again, great thanks to all of you for this fabulous program.

-Denine Taylor and Sam Taylor