

mspnice award

December 6, 2013

Greetings Managers,

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



Jeff Nawrocki, MAC Assistant Director of MSP Operations/Facilities with Judy Johnson, Travelers Assistance

Customer compliment:

Comment received about the *'Navigating Autism Program'* -

Please pass on our sincere thanks for what your organization did today and to all that were involved. Judy was a terrific tour guide and my daughter, Katie, really appreciated it. My daughter is truly excited about our trip now more than ever.