

# mspnice award

December 16, 2013

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations and Phil Burke, Director of MSP Operations with Nancy Lo, Passenger Services Assistant, MAC Landside Operations

## ★ Customer compliment:

I'd like my personal thanks to go out to two individuals who were working in the office the morning of 9/16/13. Both Nancy and Elviar were so very helpful to me! The time they spent trying to find an address so a driver could get me to my destination was incredible! Between telephone calls and web searches, they were successful! Their time and commitment needs to be recognized. Both ladies were truly professional and so polite and so committed to helping me. Thank you very much!

*-Ken Koncsol*