

# mspnice award

July 13<sup>th</sup>, 2016

Greetings Managers,

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



Steve Holes, MAC Manager, Landside Operations;  
With Andrea Harris and Chris Novotny, Super Shuttle

## ★ Customer compliment:

Well I made it up to MSP at the wrong terminal and had no idea where I was going and I just started crying. A lady driving Super Shuttle came up to me, and my whole day was looking better. Not only did she get me where I needed to be, but was funny and very kind. I hope to see her and let her know just how much she made my day. Thank you so much Andrea!