

# mspnice award

September 30<sup>th</sup>, 2016

Greetings Managers,

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



Barb Bicha, Travelers Assistance;  
with Patrick Hogan, Director, MAC Public Affairs & Marketing

## ★ Customer compliment:

I was trying to connect from Delta at Lindbergh and needed to get to Sun Country in Humphrey. I was terribly confused as there weren't really any signs denoting gates H... or even how to get to the second terminal. I was about ready to have a meltdown when a volunteer, Barb, helped me get to Humphrey. She personally took me to the Sun Country counter. Although I almost missed my flight, I did make it thanks to Barb's help.