

# mspnice award

December 19<sup>th</sup>, 2016

Greetings Managers,

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



Carol DeVries, Travelers Assistance; with Amanda Greene Guentzel, MAC Manager, Public Affairs and Marketing

## ★ Customer compliment:

Very friendly woman and very knowledgeable!  
When not busy with other passengers having questions, she shared other interesting things about what to enjoy at our airport and in Atlanta.