

# mspnice award

July 5<sup>th</sup>, 2016

Greetings Managers,

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



Dee S., Travelers Assistance;  
with Isabella Rhawie, MAC Manager, Concession and Business Development

## ★ Customer compliment:

Hello ! My name is Tom and I had the pleasure of traveling out of the Minneapolis St. Paul airport last Monday 6/6. After making it through security I was a little anxious and one of your volunteers ( Dee S. ) noticed my apprehension and assisted me promptly, walking with me to my gate and made sure to ask if I had any more concerns or questions ! She was very helpful and I appreciated her assistance! She made my travel experience that much less stressful and enjoyable. I picked up a comment card but I wanted to email you as soon as possible to give Dee S. High marks and an official compliment!! Thank you to your staff and the airport!

*Tom*