

# mspnice award

August 1<sup>st</sup>, 2016

Greetings Managers,

One of your volunteers, Dee S, was recently awarded with two 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 Jeff Nawrocki, MAC Asst. Director, Facilities

## Customer compliment:

\*\* Wanted to call attention to a very helpful person who assisted me at the MSP airport.

She goes by the name of Dee S. and met me both coming and going to a recent get together with my family. It is rare these days to have someone genuinely care enough to help, many thanks to her and your organization. On a previous visit I was also helped by using a phone, this time Dee did much more and accompanied me to the point where I was picked up by car.

Best, Gerald Wakeen

\*\* Wonderful! Dee S, a volunteer, saw we were confused about finding the gate for our connection from LAX to Rome. She personally led us to our gate and helped us find our grandson who was meeting us for our international flight and gave us restaurant advice.