

# mspnice award

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

Greetings Managers,

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



Jeff Prauer, Travelers Assistance Shift Supervisor; Judy Zaitz, Travelers Assistance;  
and Mark Takamiya, MAC T2 Operations Agent

★ **Customer compliment:**

Judy Z is very nice- professional and helpful.  
I appreciate the help I received from her  
and want to tell you how lucky you are to  
have her!