

# mspnice award

December 13<sup>th</sup>, 2016

Greetings Managers,

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



Kris Posey, Travelers Assistance; with Jeff Nawrocki, MAC Assistant Director, Facilities

## **Customer compliment:**

Unbelievable service! Kris, working at the Info Desk, went so far beyond the normal good service- I can hardly explain her kindness- it was kindness to the Nth degree!