

# mspnice award

August 11<sup>th</sup>, 2016

Greetings Managers,

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



Scott Skramstad, MAC Manager, T2 Operations;  
with Lynda Van Driel Gergen, Travelers Assistance

## Customer compliment:

Lynda was an angel that fell from the sky and helped me thru the maze of getting from one terminal to the other terminal for a recent trip to MSP.

Now mind you I am a retired UAL FA and have been thru many airports, including MSP, years ago. I would not have made it without her help! She had already worked two shifts back to back and, out of sheer dedication to helping people, got me to where I needed to be rather than simply giving instructions - which are beyond confusing considering the design of an extended MSP!

A "BIG THANKS" to Lynda. I even got the rental car back, delivering my friend first and then finding the Humphrey Terminal!

*Thanks so much,  
Susan*