

# mspnice award

August 16<sup>th</sup>, 2016

Greetings Managers,

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



Matt Grimm, MAC Manager, Concessions & Business Development;  
with Marion Sauber, Travelers Assistance Shift Supervisor

## ★ Customer compliment:

Having missed by connection to Seattle, I had to wait for flight DL 1187. An electric cart driven by Stan Dupre appeared and I approached him for help. He immediately took me to the "Airport Foundation". It was like an entry to heaven- having come from a very fearful situation. I was received, and made comfortable in every way possible by Rita and Sally. When it was time to be at the gate, they called for Stan. I was able to relax and know I had been looked after. What a wonderful feeling.