

# mspnice award

June 21, 2016

Greetings Managers,

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



Pat Hogan, MAC Director Public Affairs and Marketing;  
with Parisa Sadat Seyed Mozafari , Travelers Assistance

## Customer compliment:

Parisa, one of your volunteers, made my airport lay over time pleasant and enlightening. I stopped to confirm directions to my departure gate and enjoyed a wonderful conversation. Because I had time and interest, Parisa escorted me through the airport to see displays that highlighted some of the history and culture, waited while I used the restroom, and escorted me to my gate. Thank you for having people like her to make waiting in the airport pleasant and pleasurable.