

# mspnice award

July 28<sup>th</sup>, 2016

Greetings Managers,

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



Penny Ziessman, Travelers Assistance; with Isabella Rhawie, MAC Manager, Concessions & Business Development

## ★ Customer compliment:

Thanks for the restaurant recommendation to Ikes! I brought you warm chocolate chip cookies to thank you but you were gone for the evening. I had a good meal before my flight.