

# mspnice award

March 28<sup>th</sup>, 2017

Greetings Managers,

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



Arlene Hoffman, Travelers Assistance;  
with Patrick Hogan, MAC Assistant Director, Public Affairs and Marketing

## ★ **Customer compliment:**

I was having trouble finding someone to give me a day pass (pre-planned). I was told by several employees to go to various areas. Walked forever and ever. Finally I met Arlene H. She walked to the Dunkin's I was working at and had the manager come and escort me in. She was so nice and friendly and finally someone who cared enough to help. Thank you Arlene.