

# mspnice award

October 11<sup>th</sup>, 2017

Greetings Managers,

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



Marion Sauber, Travelers Assistance Shift Supervisor; with Bonnie Laird, Travelers Assistance

## Customer compliment:

As I came into the airport, I must have had a lost look on my face. Volunteer Bonnie showed me where to find my gate number and then walked me to my gate. You need to clone Bonnie. She is wonderful. Thank you Bonnie!