

mspnice award

March 24th, 2017

Greetings Managers,

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



Carol Ostrowski, Travelers Assistance; with Amanda Greene Guentzel, MAC Public Affairs and Marketing

★ Customer compliment:

Ms. Carol O assisted me with a myriad of information. I had missed my flight and was told to come back the next day. I was looking for nearby hotel information, food, transportation. She was smiling all the way and went above and beyond the call of duty to ensure my satisfaction. I am grateful to Ms. Carol O!