

# mspnice award

October 6<sup>th</sup>, 2017

Greetings Managers,

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



John Hewitt, Travelers Assistance Shift Supervisor, and Carole DeVries, Travelers Assistance

## Customer compliment:

I had a great experience! Long story- I was giving my grandson's phone to a security guard to get to him on the plane, but gave him mine rather than his. Carole D and Mary Hatley were a huge help and they located my phone and got it back to me. Almost got 2 parking tickets but they were nice too. Great job!