

# mspnice award

April 26<sup>th</sup>, 2017

Greetings Managers,

One of your volunteers, Carole DeVries, was recently awarded with THREE MSP Nice Awards! 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!



Isabella Rhawie, MAC Manager, CMAA; with Carole DeVries, Travelers Assistance;

## Customer compliment:

1. Imagine my surprise as I was boarding my flight, Carole DeVries came over and gave me my cell phone while I was checking in at gate G19. I had not noticed that I left it in the women's bathroom. Thank goodness my Delta app flashed on the screen and Carole brought me my phone. What a great lady!
2. In search of comfort while waiting for my flight Carole suggested perhaps an art exhibit or the new Twins diner. I'm going to check them both out! Very helpful and keeps a smile where it should be; on your face.
3. Outstanding service by Carole. She helped me find a store when my favorite airport candy shop was closed. Friendly, professional and knowledgeable, she is a credit to your customer service organization.