

# mspnice award

August 9<sup>th</sup>, 2017

Greetings Managers,

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



Atif Saaed, MAC Assistant Director, Landside Operations; with Cindy Stevenson, MAC Landside Operations

## Customer compliment:

Last week I stupidly left my glasses in a taxi. After a day of my staff calling the cab company to no avail, I had pretty much given them up for last. Enter Ms. Cindy Stevenson, the taxi dispatcher. In fewer than 30 minutes she contacted the cab company, found the glasses, and had them delivered to me at MSP. First, I am grateful to Cindy beyond words. Second, you and the MAC should be most proud of the dedication and efficiency of employees like her. She certainly sets a high standard.

*Best Wishes, David N Turch*