

# mspnice award

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

Greetings Managers,

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



Dee S., Travelers Assistance; with Jeff Prauer, Travelers Assistance Shift Supervisor

## Customer compliment:

I'm living in Belgium and traveled along route 66 in June with a Winnebago camper from Minneapolis to Las Vegas. Great trip!

The day before I had to pick up the camper, I went to the airport to find my way for the next day as a bus would come to pick us up at the airport to bring us to Forest City.

I met a couple of Dutch tourists who were doing the same trip a day earlier. They were waiting for the bus but it didn't show up. And suddenly there was a little angel showing up armed with a cell phone who helped us out with great kindness. She made new appointments and helped the Dutch people find a hotel for the next night etc.

Her name was Dee S. I am very grateful to her as I am myself a volunteer in many organizations and as I know how helpful we can be for people in stressful situations Thank you very much Dee !!!

*Joseph Geleyns, Belgium*