

# mspnice award

July 17<sup>th</sup>, 2017

Greetings Managers,

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



Diane Prange and Tolstoy; with Katlyn Kaiser, MAC Operations

## Customer compliment:

- ★ This was the best thing I could possibly find in an airport! Tolstoy is such a good dog and so comforting to find here. Thank you!