

mspnice award

December 19th, 2017

Greetings Managers,

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



Judith Carlson, Travelers Assistance, and Jeff Nawrocki, MAC Asst. Director, Landside Operations

Customer compliment:

- ★ I left my cell phone in an Uber and had no way to contact them. Judie let me borrow her personal cell phone to contact the driver. She was incredibly gracious and patient with me. I am so appreciative of her! I just wanted to let you know that Judie is a great volunteer and a wonderful person!