

# mspnice award

December 11<sup>th</sup>, 2017

Greetings Managers,

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



Jeff Prauer, Travelers Assistance Shift Supervisor and Karel Smith, Travelers Assistance

## Customer compliment:

I was traveling with my 77 year old mother with emphysema. Our flight home to Lexington, KY was cancelled at 720. Delta Airlines told us (by three different employees) that there were no hotel rooms available in the city. We were told to stay all night at the airport. This was unacceptable due to my mother's health. Your service was great. They got us a hotel with a shuttle in less than ten minutes. Not only did Karel Smith get us a hotel and shuttle she got great ladies, Jane and Karen, to take us to the shuttles. My mom is in a wheelchair and they were done with their shift. It was great of them to take the extra time to help 2 strangers. Thank you a thousand times for your help!

*Susan Fulton*