

# mspnice award

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

Greetings Managers,

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



Marg Thomas, Travelers Assistance; with John Hewitt, Travelers Assistance Shift Supervisor

## Customer compliment:

We were stuck in MSP Airport on our way home to Houston due to Hurricane Harvey. We were overwhelmed and trying to keep in contact with family that we didn't think of where to stay. Margaret Thomas helped us so much by relieving the stress and calmly showing us hotel options. She helped us greatly in a time where we couldn't think straight. We are so grateful for her.