

# mspnice award

August 28<sup>th</sup>, 2017

Greetings Managers,

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



Connie Davis, Travelers Assistance; Judith Brant, Travelers Assistance Shift Supervisor; and Martha Zachary, Travelers Assistance

## Customer compliment:

On July 15th I arrived at the MSP Airport and realized I left my cell phone at my son's house. Connie and Martha at the customer service desk were extremely helpful to me, letting me use their personal cell phones to contact a family member to explain my problem. Just wanted to say thank you to them by letting you know how very much I appreciated their help and concern!