

# mspnice award

November 22<sup>nd</sup>, 2017

Greetings Managers,

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



Pat McMillan, Travelers Assistance; with Melissa Scovronski, MAC Manager, Public Affairs & Marketing

## Customer compliment:

We had a wonderful experience with Cordy at the Travelers Assistance info desk, she is a superstar! Pat M was lovely and helpful as well. Million thanks to them!