

# mspnice award

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

Greetings Managers,

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



Rita Walker, Travelers Assistance; and Jeff Prauer, Travelers Assistance Shift Supervisor

## Customer compliment:

- ★ Rita W helped me find a place to eat and told me to get to the Mall of America. She's amazing! Please recognize her in an appropriate manner.