

# mspnice award

October 1<sup>st</sup>, 2018

Greetings Managers,

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



Barb Osthus, Travelers Assistance; with Jane Zaspel, Travelers Assistance Shift Supervisor

## Customer compliment:

★ Laurel and Barb went above and beyond the call of duty! They both need a gold star! Helped a 76 year old get to Uber to pick up my lost cell phone! ★