

# mspnice award

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

Greetings Managers,

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



Betty Schultz, Travelers Assistance; with Jane Zaspel, Travelers Assistance Shift Volunteer

## Customer compliment:

- ★ I managed to break my shoe- the gentleman in the Information booth near the "Frivolous" store aptly directed me to the Travelers Assistance office. Betty went above and beyond to help me get sorted- thank you! And thank you to the rest of the office who helped.