

# mspnice award

August 30<sup>th</sup>, 2018

Greetings Managers,

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



Bonnie Laird, Travelers Assistance

## Customer compliment:

I met Bonnie at the info counter when I had a 3 hour layover. She was incredibly helpful, knowledgeable and caring. She had great personality, superb customer service skills. I had just come off an awful Delta flight and she helped me out a lot. And thanks for having on site showers. Bonnie is wonderful.