

# mspnice award

June 18<sup>th</sup>, 2018

Greetings Managers,

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



Liz Grzechowiak, Assistant Director CMAA; Brook Williams and Laurie Roufs, Airport Conference Center

## Customer compliment:

JoAnn and Roy at the information desk were very helpful, as well as Brook in the Airport Conference Center! After a long 24 hours of delay and cancelled flights, they went out of their way to help me get some paperwork printed out that I needed to get home. They were all so pleasant and helpful, it was much appreciated!