

# mspnice award

August 10<sup>th</sup>, 2018

Greetings Managers,

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



Connie Anderson, Travelers Assistance; with Jane Zaspel, Travelers Assistance Shift Supervisor

## Customer compliment:

A very special THANK YOU to volunteer, Connie, at the Information Office at MSP Friday, July 6 between 10:30 and 11:00 AM. She was very helpful in assisting me to get my cell phone back that I left at my friend's house there in Minneapolis. I got it back and am now back home, safe and sound, in Virginia. Thank you again, Connie!!!