

# mspnice award

June 21<sup>st</sup>, 2018

Greetings Managers,

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



Cordy Hazel, Travelers Assistance, with Julie Jergens, Travelers Assistance Volunteer Coordinator

## Customer compliment:

I observed Pat M and Cordy H go out of the way to help me in locating my lost bag. They contacted lost and found and went above and beyond to find my lost items, courteous and friendly.