

# mspnice award

December 27<sup>th</sup>, 2018

Greetings Managers,

Two of your volunteers, Frank and Kathi Atha & Zoe, were recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Frank and Kathi for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 Frank, Kathi and Zoe!



Frank and Kathi Atha & Zoe, Travelers Assistance;  
with Jane Zaspel, Travelers Assistance Shift Supervisor

## **Customer compliment:**

What a joy it was to see Zoe and its owners doing such great service to the travelers on this Thanksgiving weekend. She was so calming for the children and the children with special needs. Thank you for allowing such a service.