

# mspnice award

August 16<sup>th</sup>, 2018

Greetings Managers,

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



Jennifer Toavs, Chief David Burke, Dan Cerise, and Mike Ryan, Airport Fire Department

## Customer compliment:

Your staff (police and paramedics) were awesome on the morning of 7/7/18. I was traveling with a young child and got sick on the plane ride. Many of your medical and emergency crews were there to greet me and take care of my daughter when I couldn't. They were so helpful. Know that you have good people there!