

# mspnice award

June 20<sup>th</sup>, 2018

Greetings Managers,

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



JoAnn Conney, Travelers Assistance; with Judith Brant, Shift Supervisor- Travelers Assistance

## 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!