

# mspnice award

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

Greetings Managers,

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



Judy Preble, Travelers Assistance; with Jane Zaspel, Travelers Assistance Shift Supervisor

## Customer compliment:

On Thursday, the 15th of November, I flew into MSP via Delta Flight 4467. I departed the plane not realizing that I had left my phone, credit cards, and driver's license in the chair back in front of me. I dialed 5 on the airport service phone and thank goodness Judy Preble answered. She was very polite and genuinely wanted to help me. Judy ran all the way to the gate before that plane took off for who knows when on top of that. She managed to find a way to get my stuff to me without me having to go through security. She saved my trip and then some.