

# mspnice award

March 15<sup>th</sup>, 2018,

Greetings Managers,

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



Lindsay Scherer, MAC Public Affairs and Marketing; Kris Posey, Travelers Assistance; and Katlyn Kaiser, MAC Operations

## Customer compliment:

I would personally like to thank Mohamed Ikramul Huq, TSA and Mikael Thomas, TSA and Kris, Travelers Assistance, for going above and beyond in returning my lost passport to me within minutes of my inquiry at the Travelers Info booth and at the TSA. I was escorted to TSA by Kris, who personally spoke to Mikael and within minutes, Mohamed delivered my passport.