

# mspnice award

June 25<sup>th</sup>, 2018

Greetings Managers,

One of your volunteers, Roy Andrews, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Roy for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Roy!



Roy Andrews, Travelers Assistance, with Julie Jergens, Volunteer Manager- Airport Foundation

## 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!