

# mspnice award

October 29<sup>th</sup>, 2018

Greetings Managers,

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



Shana Smith, Traffic Control Agent, Airport Police Department

## **Customer compliment:**

On Tuesday, September 25, 2018, a caller was attempting to pick up her husband at the MSP Airport. Her husband has been going through a tough time lately and had been involved in a bad situation also. He arrived on a flight and was intoxicated. TCA Shana Smith assisted the caller in locating her husband and helped the caller get him to her vehicle. The husband had also lost his phone and TCA Smith went and found it. The caller said that TCA Smith went above and beyond to help her. Her kindness and compassion was great in an extremely stressful situation.