

mspnice award

January 4th, 2019

Greetings Managers,

Two of your volunteers, Bob and Carol Ostrowski, were recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Bob and Carol for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 Bob and Carol!



Carol Ostrowski, Travelers Assistance; John Hewitt, Travelers Assistance Shift Supervisor; and Bob Ostrowski, Travelers Assistance

★ Customer compliment:

Carol O was absolutely wonderful in letting me use her phone to call my wife in Tampa about a family emergency that prompted me to go to Michigan because of a family emergency. Bob O was very kind as well.