

# mspnice award

February 19<sup>th</sup>, 2019

Greetings Managers,

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



Jeff Prauer, Travers Assistance Shift Supervisor; with Carole DeVries, Travelers Assistance

## Customer compliment:

Carole at the North Security Information booth helped me get my jacket that I left in the security bin. She walked me right into the security area and asked several people about my coat until we found it. Great service!