

# mspnice award

January 23<sup>rd</sup>, 2019

Greetings Managers,

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



Cordy Hazel, Travers Assistance; with Jane Zaspel, Travelers Assistance Shift Supervisor

## Customer compliment:

★ With Cordy- unbelievable customer service above and beyond by tracking me down to give me my purse. Persistent, resourceful, nice and couldn't have been happier.