

# mspnice award

August 6, 2019

Greetings Managers,

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



JoAnn Conney, TA Volunteer, and Jeff Prauer, TA Shift Supervisor

## Customer compliment:

Kudos to: Joanne C.

I work for a resettlement agency in Minneapolis and we were waiting for our family to come down from DL5340. Finally, we got a call that a volunteer "rescued" them and were waiting for us at carousel 8.

She even knew ASL! A miracle!

Kathryn Berger