

# mspnice award

July 16, 2019

Greetings Managers,

One of your employees, Kathi Atha and her dog Zoe, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Kathi and Zoe 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 Kathi and Zoe!



Kathi Atha, TA Animal Ambassador with her dog Zoe, and Jeff Prauer, TA Shift Supervisor

## Customer compliment:

My family, including our 12 year old daughter, met Zoe the dog and got to pet her.  
It made our day!

Thanks for having a great program @ the airport.

Natasha Winters Schalick