

# mspnice award

April 22<sup>nd</sup>, 2019

Greetings Managers,

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



Laura Sartain, Travelers Assistance Director; Linda Ackerly, Travelers Assistance;  
& Julie Jergens Travelers Assistance Volunteer Manager

## Customer compliment:

I volunteered for Final Four and was working ticketing level. Linda approached me and asked to help cover the info desk as she had a very worked up traveler. Linda ended up helping the lady find her keys in her luggage and worked with airport police to help locate her car. Linda really went above and beyond to help turn a very stressed travelers day around.