

# mspnice award

September 17<sup>th</sup>, 2019

Greetings Managers,

One of your volunteers, Linda Hundere-Pegelow, was recently awarded with two MSP Nice Awards. 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!



Jeff Prauer, Travelers Assistance Shift Supervisor, and Linda Hundere-Pegelow, Travelers Assistance

## ★ Customer compliment:

\*Linda was so helpful and amazing! She even gave me a stamp and wouldn't take anything for it. Asked like 5 questions and she was so patient. Thank you!

Kevin Hamm

\*We made a mistake on our flight time: 8:00am?  
These two gave us ideas to do until 8:00pm.