

mspnice award

February 11, 2014

Greetings Managers,

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



Carlos Cox, TSA, and Phil Burke, Director of MSP Operations with award recipients, Helen Abrams-Horsch and Brian Rappold. (Award recipient, Maria Hasskamp – not pictured)

Customer compliment:

This officer really provided great customer service – especially to an older lady with a walker and dog behind me. She was very, very patient and helpful. I'm from Portland OR and work for the Port of Portland. TSA at PDX has excellent customer service, but from my experience today and others – TSA at MSP rivals PDX!! Thanks so much for the great job you do.

Your efforts are truly appreciated.

-Shelly Miyahara