

mspnice award

February 10, 2014

Greetings Managers,

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



Nikki Edwards, Travelers Assistance

★ Customer compliment:

I stopped at the Information Desk to inquire about where I could get stamps. Because it was Saturday, there was no place I could get only one stamp, which is what I needed. Unbelievable Nikki E. gave me a stamp and refused to take any money for it. What a lovely welcome to Minneapolis that was!

- Gerhild Krapf