

mspnice award

February 11, 2014

Greetings Managers,

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



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:

Maria gave exceptional customer service and clearly went above and beyond in friendliness and helpfulness. As far as TSA agents go, this experience has been the most pleasant. I am a frequent traveler.

-Kathryn Ward