

mspnice award

February 12, 2014

Greetings Managers,

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



Betty Simensen, Travelers Assistance, with Jeff Nawrocki, MAC Assistant Director, MSP Operations/Facilities

★ Customer compliment:

I am 88 going from Cleveland to Beaumont, Montana. On a wheelchair from gate to gate, winter storms took four days on third day I am stranded in Minneapolis from 9 AM to 9 PM. Wheelchair attendant took me to Travelers Assistance. These travelers' assistants (Jackie, Marion, Betty, and Herb) gave me a place to rest, water, and toilet facilities - saved my sanity. They deserve the highest accolades they were a godsend!

- Kay Fisher